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**JOB DESCRIPTION**

**TITLE: Volunteer Positions, Poverty Reduction Program, Food Bank**

**REPORTING TO:** Program Officer, Poverty Reduction Program

**LOCATION:** 815 Blvd St. Laurent (back door by the garage of Rideau Hub)

Free parking available on the bus route

**BASIC REQUIREMENT: Two (2) Covid-19 Vaccines**

**SUMMARY**

Under the supervision of the Program Officer-Poverty Reduction Program and as a member of a multidisciplinary team, there are a variety of **volunteer positions available** in support of the Food Bank including 1) Receiver/Sorter, 2) Storeroom Organizer, 3) Appointment Scheduler, 4) Products Divider, 5) Service Greeter, and 6) Service Distributor.

The following identifies the various volunteer positions, their main tasks, requirements and commitments.

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1. **RECEIVER/SORTER**

**Purpose:** Receive, unpack and store products (shelves, fridges, freezers) received from the Ottawa Food Bank, local vendors and community donors

**Main Tasks:**

* Receive, unpack and store incoming food bank donations
* Maintain fridge/freezer order and cleanliness

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| **Qualifications:** | * Reliable
* Provide a police check
* Proof of vaccination
 |
| **Physical Demands:** | * Able to lift 50 lbs (≈22.68 kg)
* Standing, walking, lifting, bending
 |
| **Contact with Community Members:** | * No
 |

**Days/Hours:**

* Tuesday from 1:00 p.m. to 4:00 p.m. (1 volunteer)
* Thursday from 1:00 p.m. to 4:00 p.m. (1 volunteer)
* Start Date: As soon as possible

**2) STOREROOM ORGANIZER**

**Purpose:** Maintain flow of products in/out of the storeroom to ensure they are distributed prior to their ‘best-by-dates’ and inventory levels are maintained

**Main Tasks:**

* Receive incoming Food Bank donations
* Open donation boxes, sort products, and verify products ‘Best-by-date’
	+ If no date provided, check Product Codes Binder or phone the company to inquire about the date. Communicate missing product information to Poverty Reduction Officer so new product files can be created.
* Organize and shelve products as per existing storage layout diagram. Maintain the storeroom order and cleanliness
* Monitor flow of products in/out to ensure products are released before their best-by-dates and inventory levels are maintained

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| **Qualifications:** | * Good organizational skills
* Reliable
* Police record check
* Proof of vaccination
 |
| **Physical Demands:** | * Ability to lift 25 lbs (≈22.68 kg)
* Standing, walking, bending and lifting
 |
| **Contact with Community Members:** | * No
 |

**Days/Hours**

* Tuesday 9:00 a.m. to noon (1 volunteer)
* Thursday 1:00 p.m. to 4:00 p.m. (1 volunteer)
* Start Date: As soon as possible

**3) APPOINTMENT SCHEDULER**

**Purpose:** Receive and follow-up on phone calls from community members requesting Food Bank Service appointments

**Main Tasks:**

* Receive and follow-up on phone calls. Verify clients living within our catchment area.
* Explain new clients the function of our service
* Schedule community members’ appointments entering key demographic and dietary information into Google Excel Appointment spreadsheets.
* For new community members, create a profile for them in the Ottawa Food Bank Link2Feed database (training provided)

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| **Qualifications:** | * Bilingual (English/French)
* Good interpersonal skills
* Compassionate, reliable
* Basic computer skills
* Provide police check
* Provide proof of vaccination
 |
| **Physical Demands:** | * Standing, walking
 |
| **Contact with Community Members:** | * Via phone
 |

**Days/Hours:**

* Monday 9:00 a.m. to noon (1 position)
* Tuesday 9:00 a.m. to noon (1 position)
* Tuesday 1:00 p.m. to 4:00 p.m. (1 position)
* Wednesday: 9:00 a.m. to noon (1 position)
* Start Date: As soon as possible

**4) PRODUCTS DIVIDER**

**Purpose**: Divide bulk-size donated products (e.g., rice, sugar) into smaller-sized portions

**Main Tasks:**

* Check ‘bulk-sized’ products ‘best-by-dates’
* Measure out pre-determined quantity sizes and repackage product type and repackage
* Prepare food hampers for distribution if needed

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| **Qualifications:** | * Attention to details, team player, reliable
* Good interpersonal skills, compassionate, reliable
* Provide police check
* Provide proof of vaccination
 |
| **Physical Demands:** | * Standing, walking
 |
| **Contact with Community Members:** | * No
 |

**Days/Hours:**

* Tuesday: 9:00 a.m. to noon (3 volunteers)
* Tuesday: 1:00 p.m. to 4:00p.m. (3 volunteers)
* Start Date: As soon as possible for both positions

**5) SERVICE GREETER/APPOINTMENT VERIFIER**

**Purpose:** Greet and direct Community Members when they arrive for the Food Bank Service. Verify they have an appointment on the Registration sheet

**Main Tasks:**

* Greet Community Members when they arrive and verify appointment in the registration sheet
* Provide face mask if asked
* Ensure Community Members sanitize their hands before coming into the Food Bank
* Ensure Community members keep two (2) metres distance between each other

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| --- | --- |
| **Qualifications:** | * Good customer skills
* Able to work in fast paced environment
* Reliable
 |
| **Physical Demands:** | * Standing, walking, bending and lifting
 |
| **Contact with Community Members:** | * Yes
 |

**Days/Hours:**

* Wednesday: 1:00p.m. to 4:30p.m. (1 volunteer)
* Friday: 9:00 a.m. to noon (1 volunteer)
* Start date: As soon as possible

**6) SERVICE DISTRIBUTOR**

**Purpose:** Participate in setting up and distributing food hampers on food bank service days

**Main Tasks:**

* Help set up for the service
* Distribute Hampers to community members
* Re-stock distributed products as need arises
* Able to lift boxes no more than 20 pounds
* Help to clean up and place what left where they belong

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| **Qualifications:** | * Reliable
* Good customer service skills
* Ability to lift 20 lbs (≈9 kg)
* Provide Police Check
* Provide proof of vaccination
 |
| **Physical Demands:** | * Standing, walking
 |
| **Contact with Community Members:** | * Yes
 |

**Days/Hours:**

* Wednesday 1:00 p.m. to 4:30 p.m. (2 volunteers)
* Friday 9:00 a.m. to 12:30 p.m. (2 volunteers)
* Start date: As soon as possible