



Volunteer Responsibilities



General Responsibilities:

- Support the mission of the pantry.
- Be familiar with the volunteer manual and all pantry policies and procedures.
- Be aware of other resources and organizations available for pantry clients.
- Be punctual, dependable, and reliable.
- Sign up for at least two volunteer shifts per month.
- Follow basic food safety guidelines.
- Protect the confidentiality of pantry clients.
- Be reasonably accessible through phone calls and emails.
- Give the pantry supervisor at least 24 hours notice if you can't make your shift.



Interacting with Pantry Users:

- Greet clients with a friendly and welcoming attitude.
- Ask clients to fill out an intake form.
- Relate with clients in a positive manner.
- Show genuine concern for all clients of the pantry.
- Listen, be polite, and serve in a professional manner, no matter the circumstance.
- Report all concerns or problems to a supervisor immediately.



Distributing Food:

- Help direct clients to specific foods upon request.
- Log the amount of food taken by each client.
- Inventory and Maintenance.
- Shelve food items, toiletries, and supplies where they belong in the pantry.
- Sort through food items, evaluate their fitness, and discard expired food.



Cleaning:

- Disinfect and wipe down surfaces that are exposed to food.
- Sweep floors and empty trash bins as needed.

