

SHINE MINISTRY
Food Bank – Mobile Food Pantry -Volunteer Positions



NOTE for all volunteer positions:

1. **START TIME:** Setup Crew starts at 8:30 am, all other volunteers arrive at 9:00 am for announcements & prayer. Service to MFP Guests is from 10:00 – 11:30 am. Packing and storing items is from 11:30 – Noon. Set-up Crew from 8:30 – 10:00 am.
2. All volunteers will assist in wrap-up for MFP: please see Volunteer Descriptions.
3. All guests should be greeted in a friendly and welcoming manner.
4. Wear closed-toe shoes that are comfortable to stand in.
5. Be prepared for the weather since most volunteer positions are outside.
6. Please park on Trilby or church neighborhoods. **NO PARKING** in DFC parking lot.
7. **ALWAYS** ask Food Bank staff to resolve any issues.

Set-up Crew: 8:30 – 10:00 am (4 volunteers)

- Able to lift & carry tables, popup tents and screens.
- Parking Lot: *Please see map* - popup tents, tables, waiting line, traffic cones, ramps for middle sidewalk.
- Youth Room: *Please see map* – sofas along walls, tables around stage with signs, bring in additional chairs (put in small circles), tables in hallway for registration with coffee bar moved over stairs and breakfast area.

Hospitality (2 volunteers)

- Primary responsibility is to make the clients feel welcome and to spend time connecting with them.
- Encourage clients to get their number first and then to have breakfast. Show them where the clothing area etc. are located in the Youth Room.
- Assist them with keeping track of the numbers as they are called.
- When asked, show them to the water fountains and restrooms in the designated areas.
- Be available to sit and chat with our neighbors.

Ticket Dispenser (1 volunteer)

- The Mobile Food Pantry is first-come, first-serve, so laminated ticket numbers will be given to each client as they arrive. **WE GIVE NUMBERS STARTING AT 10:00 AM.** Please don't start any sooner so MFP participants will respect the start time.
- Please tell MFP Guests that the numbers for both registration & food pick-up will be announced in the Youth Room.
- The 1st step for MFP Guest is Registration then the 2nd step is Food pick-up.
- Ask the Registration Volunteers when they are ready for the next number (s).
- Ask the Food Line Supervisor when they are ready for the next number (s).
- When a client requests more than one ticket, make sure to ask whether they are picking up on behalf of others **BEFORE** giving additional numbers. It is fine to have them pick up for more than one household however they have to be designated with the household they are picking up for in the Food Bank system. It would be good to ask them courteously whether this is the case.
- Since Food Bank clients are allowed 2 shopping visits per week, a client may ask to pick up a week's worth of allotted food (double the amount today) however it is only for

themselves. So, to be fair to other MFP Guests, they first get one number and go through the line for their 1st shopping visit. After they have gone through the line for the 1st shopping visit, they repeat the process a second time for the 2nd shopping visit, starting with getting a new laminated number.

Registration (2 volunteers)

- Separate training for these positions with the Larimer County Food Bank. Please contact Francie Glycener at dfcshine@gmail.com.
- Set-up 2 laptops from Food Bank truck with mobile hotspots.
- Review set of instructions on the registration table.
- Find the Food Bank NEW client forms in the laptop bag and put on clipboards on the registration table. New Food Bank clients simple fill in the form then check their ID and check to see that the form is complete.
- Once the laptops are ready to check-in clients, please announce that you are ready to do check-ins going in numerical order.
- Ask for ID and follow the instructions – please see instructions for updating addresses and or adding authorized representatives.
- When someone is picking up food for another household, they should show their ID and be the authorized representative accessed from the laptop.
- When the information shows that they have utilized their 2 shopping days for that week, please ask them whether this is correct. Can enter override code from instructions in order for the person to continue through the line.
- Manual Check-In Forms: for when the laptops or computer aren't working. (The best suggestion to get the computers working again is to reboot) – once the client has filled in the form, ask for ID, check for completeness and record the ID information on the form so you can check them in when the computer is available.
- Once the MFP is complete, turn-off the laptops and return to the bag. All new forms go in the “New Forms” folder in the laptop bag.

Food Line Supervisor (1 volunteer)

- When the Food Bank Truck arrives, assist the Food Line volunteers to set-up the food tables with food and back-up pallets.
- Get the laminated number from the MFP Guest and pair the person with a Wagon Helper volunteer.
- Supervise the MFP Guests going through the line, so the line keeps moving.
- Make sure all the people in the line have a number. Please send them to the Ticket Dispenser volunteer when they don't have a number.
- Look for people who are going ahead of their place in line & ask them kindly to go to their place in the line.
- For busier days, it is recommended to announce two numbers at the same time so the next person can be “on deck” and ready to move into the line as soon as there is room.
- Should clients have multiple numbers then they are picking up food for more than one household. Make sure they have enough wagons and alert the Wagon Helper.
- When MFP is done, collect the Food Bank signs, cones, safety vests and sanitary glove boxes and put them in the Food Bank large cardboard supply box. Then assist Food Line volunteers (see description)

Wagon Helpers (2 volunteers)

- When the Food Bank Truck arrives, get the wagons from the truck and put them in their designated area. Be available by the wagons so the Food Line Supervisor can match you with MFP Guests.
- Wear Safety Vest at all times.

- Go through the food tables with the MFP Guest noting what the limits are for each food table. The Food Line Volunteer will have a note on the table about these limits.
- When the client has completed the line, escort the client to their car and load the food.
- Return to the wagon area with wagon in order to be matched with your next MFP Guest.
- When the MFP is done, fold & put wagons in the bags and put by the Food Bank truck.

Food Line (4 volunteers)

- When the Food Bank truck arrives, get the pallets from the truck and put behind the distribution tables to store additional food because food can't be on the ground at any time.
- Monitor inventory of food items on the table & pallet. Contact the Line Stocker volunteer when you'd like to have more food supplies brought to your table and pallets.
- Remain at the table at all times in order to assist MFP Guests as they come through the line.
- When MFP is done, work with Truck Stocker & Line Stocker to get popup tents and tables into DFC storage areas plus food & pallets into Food Bank truck.

Truck Stocker/Material Handler (1 volunteer)

- This volunteer position involves actually working in the back of the Food Bank's food truck. The Food Bank staff person has to track these volunteer hours because once you're on the truck, you count as a Food Bank volunteer as well as a DFC – MFP volunteer.
- Must be able to lift and carry heavy boxes.
- Please use safe lifting techniques. Bend at the knees, etc.
- You work completely at the direction of the Food Bank staff and will be unloading food from pallets and bringing to the tailgate of the truck to be retrieved for stocking the distribution food line tables.
- You may also help re-load the truck after food distribution ends, at the direction of the Food Bank staff.
- If you'd like a rest period from this job, please contact the DFC Coordinator or Food Bank staff for a sub so this position can be staffed at all times
- When MFP is done, work with Line Stocker & Food Line volunteers to get popup tents and tables into DFC storage areas plus food & pallets into Food Bank truck.

Line Stocker/Cardboard Handler (1 volunteer)

- Must be physically able to lift and carry up to 50lbs for short distances multiple times during the food bank mobile pantry + work with a dolly.
- Goes back and forth between the Food Bank truck and the food distribution line restocking food items.
- Truck Stocker volunteer brings the food to the truck tailgate for you to distribute to the Food Line tables.
- Flattens the cardboard boxes as needed during food distribution and service. There is a utility knife that should be available to you. Ask a DFC Lead Coordinator for this item.
- Keeps the areas behind the food distribution line and the area around the food bank truck clear of trash and cardboard.
- Keep guests and unauthorized volunteers, especially kids, away from the Food Bank truck, especially the lift gate at the back of the truck.
- Makes sure all cardboard and trash generated by the food distribution are placed neatly in a pile for the Food Bank to recycle.
- If you'd like a rest period from this job, please contact the DFC Lead Coordinator or Food Bank staff for a sub so this position can be staffed at all times.
- When MFP is done, work with Truck Stocker & Food Line volunteers to get popup tents and tables into DFC storage areas plus food & pallets into Food Bank truck.

Traffic Safety Officer (1 volunteer)

- Safety Officer needed in parking lot from 9:00 until noon, helping to keep all of our MFP Guests and Volunteers' safe while the Food Bank truck is in our lot.
- Wear Safety Vest at all times.
- Directs traffic in the DFC parking lot to avoid collisions between cars arriving and departing and to avoid pedestrian/vehicle collisions.

- Keeps guests and unauthorized volunteers, especially kids, away from the Food Bank truck, especially the lift gate platform in the back of the truck.
- Directs people to alternative parking areas when the parking lot is full such as Trilby and neighborhoods.
- Directs arriving MFP Guests either to waiting before 10:00 am or to get a number from the Ticket Dispenser volunteer between 10:00 – 11:30 am.
- When safe to do so, the safety officer can collect wagons from the parking lot and return them to the edge of the parking lot for retrieval.
- If you'd like a rest period from this job, please contact the DFC Coordinator or Food Bank staff for a sub so this position can be staffed at all times