

The Guide to Successful Volunteer Management

Recruit Retain Recognize



Overview of our two branches

Amado Community Food Bank

**700 client visits monthly
2,000 individuals served
Client Choice Distribution
40,000 pounds of food
distributed
2,000 square foot facility
leased from Pima County**

Green Valley-Sahuarita Community Food Bank

**1,500 client visits monthly
5,000 individuals served
Client Choice Distribution
152,000 pounds of food
distributed
5,000 square foot facility
owed by CFB**



Amado Community Food Bank



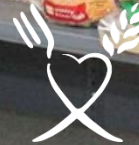


**Green Valley-Sahuarita
Community Food Bank**

**GREEN VALLEY - SAHUARITA
COMMUNITY FOOD BANK**



Client choice in Green Valley



Green Valley-Sahuarita
Community Food Bank

Client choice in Amado



 **TEFAP CEREAL**
FIRST VISIT OF THE MONTH ONLY
1, 2, 3 Family Members = ONE (1) Box
4, 5, 6 Family Members = TWO (2) Boxes
7+ Fam. Members = THREE (3) Boxes

 **TEFAP CANNED/DRY SOUP**
FIRST VISIT OF THE MONTH ONLY
1,2,3 Family Members = ONE (1) Box
4,5,6 Fam. Members = TWO (2) Boxes
7+ Fam. Members = THREE (3) Boxes



**Amado Community
Food Bank**

VOLUNTEER RECRUITMENT

What works and what doesn't

RECRUITMENT

- **Reach out to the public**
- **Reach out to current volunteers**
- **Letters to the Editor**
- **Articles in the paper
(not paid advertising)**
- **Don't just wait for them to walk
in the door. Be Proactive.**

VOLUNTEER RETENTION

How do you keep them!

VOLUNTEER MANAGEMENT TEAM

Purpose: To enhance the volunteer experience

GOALS

- Provide a volunteer mentor for a period of three (3) months
- Continue to shorten the length of time between the application/orientation/and first volunteer experience
- Evaluate the volunteer orientation format
- Evaluate the screening process to ensure optimum selection
- Evaluate the annual volunteer appreciation event format
- Reach out to the public for recruiting volunteers
- Develop a volunteer management strategic plan
- Consider ways to get suggestions from volunteers to enhance the volunteer experience

VOLUNTEER APPLICATION AND POSITION LISTING

- **Distribution Room**
- **Facility Cleanliness Crew**
- **Front Desk**
- **General Warehouse**
- **Gleaner**
- **Greeter**
- **Vehicle Crew**
- **Warehouse Food Safety Clerk**
- **Warehouse Receiving Desk**

VOLUNTEER ORIENTATION

In Advance:

- **Staff Volunteer Coordinator (SVC) schedules dates in advance**
- **SVC emails or phones volunteers to invite for upcoming date**
- **SVC emails participating staff and appropriate Volunteer Management Team participant, as a reminder**

VOLUNTEER ORIENTATION

Day of orientation have the following ready for attendees:

- **Sign in Sheet**
- **Name Tags and Felt Pens**
- **Two copies of Bill of Rights for each volunteer**
- **Manuals**
- **Orientation evaluations**

Start and end on time!

VOLUNTEER TRAINING





**Green Valley-Sahuarita
Community Food Bank**

Volunteer Manual

250 E. Continental Road
Green Valley, AZ 85614
520-625-5252

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***GREEN VALLEY-SAHUARITA
COMMUNITY FOOD BANK***

OUR MISSION

Through education, advocacy and the acquisition, storage and distribution of food, we will anticipate and meet the food needs of the hungry in our community.

OUR VISION

A Healthy, Hunger-Free Community

Green Valley-Sahuarita Community Food Bank

Staff Responsibilities

Executive Director

Mary Jane Goodrick

MJGoodrick@communityfoodbank.org

Overall Branch Operations

Community Events/Development

Advisory Board Management

Donor Relations

Staff Supervision and Development

Volunteer Development

Warehouse Supervisor

Roy Aguilar

RAguilar@communityfoodbank.org

- **Manages all warehouse operations**
- **Trains and supervises warehouse volunteers, food safety clerks, schedules clerks**
- **Coordinates transfer of food between warehouse and distribution room**
- **Responsible for incoming food records**
- **Records food going to other agencies**
- **Facility Maintenance**
- **Supervises part time Driver and Warehouse Assistant**
- **Assist Executive Director as needed**

Client Services/Volunteer Coordinator

Lilia Dawson

LDawson@communityfoodbank.org

- **Client intake**
- **Client records**
- **Food Plus records**
- **Volunteer records – all departments**
- **Volunteer recruitment and scheduling – all departments**
- **Trains and supervises front desk, greeters, and distribution room volunteers**
- **Assist Executive Director as needed**

Warehouse Assistant

Michael Reeves

MReeves@communityfoodbank.org

- **Assist Warehouse Supervisor in all areas of warehouse Operations**
- **Subs for Driver as needed**
- **Assist in maintaining cleanliness of warehouse area**
- **Stock distribution room as needed**
- **Assist Executive Director as needed**

Executive Assistant

Vicki Turner

VTurner@communityfoodbank.org

- **Records donated food, merchandise transfers, and rescued food**
- **Records monetary donations**
- **Maintains records on food drives and food drop off locations**
- **Prepares monthly reports**
- **Maintains office equipment and supplies**
- **Cross trains at front desk**
- **Assist Executive Director as needed**

HISTORY

In October of 1978, the Rev. Ted Sheppard suggested to the Men's Club of the Green Valley Community Church that they might be interested in supporting the Community Food Bank in Tucson as a mission project.

Arrangements were made with the Rev. Brammeyer, who was the Metropolitan Ministries Director at the time.

In those days, the Community Food Bank in Tucson consisted of a store front, with two rooms in the rear. Shortly thereafter, Punch Woods became the Executive Director and the whole operation was moved to a nearby warehouse.

In the early days, the Green Valley Community Church sent both food and money to Tucson. When the local Portable Practical Educational Preparation (PPEP) office opened at the old Continental School, the food was delivered to that location for distribution and all cash receipts were sent to Tucson. This arrangement continued until 1982, when an Ad Hoc Committee for food relief for the needy in Green Valley and surrounding areas was founded.

That committee consisted of the following members:

George Baldwin, Continental Community Center

Suzanne Caldarello

Harvey Meyers, Valley Presbyterian Church

Edythe Taylor, Green Valley Assistance Services

Rev. Harry Vere, Episcopal Church and Ecumenical Council

George W. Schultz, Green Valley Community Church

Perc Williams, President, G.V. Community Fund

During 1983, it was decided to ally the group with the Community Food Bank in Tucson, using the title Community Food Bank - Green Valley Branch. During this time, the Green Valley Branch operated out of the Project PPEP facility at the old Continental School. It soon became apparent that the space was not sufficient to meet the needs of the community.

FOOD BOXES

The Emergency Food Assistance Program (TEFAP)

TEFAP Food Bioxes are boxes of food distributed to individuals and families

There are three types of boxes and they may contain:

Single (1-3 individuals)

- 1 box of cereal
- 1 can of vegetables
- 1 can of tomato product
- 1 can/package of soup
- 1 bag of rice/pasta
- 1 box of macaroni & cheese
- 1 can of meat
- 1 can of fruit

Double (4-6 individuals)

2 of each item

Triple (7+ individuals)

3 of each item

CLIENT ELIGIBILITY GUIDELINES

The Emergency Food Assistance Program (TEFAP) is a Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. Under TEFAP, the U.S. Department of Agriculture makes commodity foods available to State Distributing Agencies.

Homeless people, low-income senior citizens, families and individuals, can benefit from the program through organizations like soup kitchens that provide prepared meals, or food banks/pantries that distribute food to individuals for household use.

Participation in the program requires that you meet income guidelines which are 185% of the Federal Poverty Guidelines by self-declaration. Clients must show a picture identification and one other form of identification with their local address.

Household Del Hogar	Annual Anual	Monthly Mensual	Twice Monthly 2 veces al mes	Bi-Weekly Cada 2 semanas	Weekly Semanal
1	\$21,950	\$1,800	\$900	\$831	\$416
2	\$29,101	\$2,426	\$1,213	\$1,120	\$560
3	\$36,612	\$3,051	\$1,526	\$1,409	\$705
4	\$44,123	\$3,677	\$1,839	\$1,698	\$849
5	\$51,634	\$4,303	\$2,152	\$1,986	\$993
6	\$59,145	\$4,929	\$2,465	\$2,275	\$1,138
7	\$66,656	\$5,555	\$2,778	\$2,564	\$1,282

VOLUNTEER INFORMATION

Facility Hours of Operation:

Client Hours	Donations
Mon, Wed, Thu, Fri 9 am – 12:30 pm Volunteers stay until 1:00 pm	Mon, Wed, Thu, Fri 7:30 am – 2 pm
Tuesday 12:30 – 4:30 pm Volunteers stay until 5:00 pm	Tuesday 7:30 am – 4:30 pm

Contact Information:

250 E. Continental Road
Green Valley, AZ 85614
625-5252
625-5692 - fax
gvfb@communityfoodbank.org

General Responsibilities

Arrive early and Park behind the building

Plan to stay for your entire shift as client volume fluctuates considerably

Always wear your volunteer t-shirt or apron

Always wear your name badge

NO OPEN TOE OR HEEL SHOES

Notify us a week in advance if you are unable to work your shift by completing the

Volunteer Leave of Absence Form

For emergencies or illness, call 625-5252 and leave a message for volunteer coordinator at ext. 202

Have Fun!

Green Valley-Sahuarita Community Food Bank			
VOLUNTEER SIGN IN			
NAME:			
DEPARTMENT:			
MONTH OF:			
DATE	TIME IN		

PLEASE ROUND TO QUARTER HOURS

Green Valley-Sahuarita Community Food Bank						
VOLUNTEER LEAVE OF ABSENCE FORM						
Name (PRINT):						
Today's Date:						
Home Phone Number:						
Cell Phone Number:						
Email Address (PRINT):						
AREA WHERE YOU VOLUNTEER (CIRCLE):						
Greeter Distribution Front Desk Warehouse Sorter Other						
Volunteer Day: M T W TH F						
Shift Hours: _____						
SHORT TERM ABSENCE - LESS THAN SIX WEEKS						
Please find your own substitute(s)						
Date:		Sub:				
Date:		Sub:				
Date:		Sub:				
Date:		Sub:				
Date:		Sub:				
EXTENDED LEAVE (Circle One) - SIX WEEKS OR MORE - No Sub						
Winter Residents / Away for Summer / Medical Leave						
Last Day at Food Bank						
:						
Anticipated Month and Date Available:						

GREEN VALLEY-SAHUARITA COMMUNITY FOOD BANK
VOLUNTEER BILL OF RIGHTS

To feel valued, safe, and appreciated, and to be treated with respect and kindness by every member of the organization

To be oriented, trained, and supervised, and to expect that your time will be used effectively and efficiently in meaningful work

To not be taken for granted or treated like free help, including offering and receiving feedback on your volunteer experience

To have access to the Grievance Procedure

To ask questions of any staff member about your work

To be told the impact and importance of your work in the community

VOLUNTEERS' RESPONSIBILITIES

To follow Food Bank rules, policies, procedures, and instructions

To honor the organization's investment in you (time, training, etc.)

To meet time commitments i.e., arrive on time and be ready to work

To follow through on your obligations to the best of your ability, and not to promise what you can't deliver

To treat all others with respect – staff, volunteers, clients, visitors; be courteous to others and sensitive to those we serve

Name (Print)

Signature

Date_____

Approved by Advisory Board

November 16, 2011 Revised September 18, 2014

VOLUNTEER POSITION DESCRIPTIONS

Includes Shifts and Specific Duties

USEFUL TIPS

- **Create a friendly, caring environment**
- **Have built in flexibility yet still have a structured program**
- **Utilize the skills that the volunteers bring to table appropriately**
- **Know their names and know their personalities**

VOLUNTEER RECOGNITION

How do thank them!

VOLUNTEER RECOGNITION

- Say thank you frequently and mean it
- Don't waste their time - have an organized program
- Provide opportunities for volunteers to get to know each other
- Banners
- Volunteer of the Quarter
- Annual Volunteer Appreciation Lunch

SLICED BREAD
PAN CORTADO
ONE PER
FAMILY

BREAKFAST CEREAL
First Visit of Month
1-2 Individuals = ONE
3+ Family = TWO

PEANUT BUTTER
First Visit of Month
1-2 Individuals = ONE
3+ Family = TWO

CANNED FRUIT OR JUICE
First Visit of Month
1-2 INDIVIDUALS = ONE CAN
3+ FAMILY = 2 CANS OR 1 JUICE

CANNED OR DRY BEANS
First Visit of Month
1-2 Individuals = ONE

CANNED OR DRY BEANS
First Visit of Month
3+ Family = ONE



Community Food Bank
of Southern Arizona
VOLUNTEER

Valley, Mohave Community Food Bank
LARRY HICKS
VOLUNTEER



Sunrise at the Amado-Green Valley-
Sahuarita Community Food Bank
brings hope to so many people.
Our volunteers make it possible.

