Powell River Action Centre Society – Food Bank

Volunteer Coordinator

Job Description

Volunteer Involvement Policies & Procedures – 2024

The Powell River Action Centre Society Food Bank will designate one individual to act as the Volunteer Coordinator.
This will be a paid staff position and this person will be solely responsible for all aspects of volunteer management including coordination and scheduling, oversight, recruitment, screening, and recognition. This position will fall under the Staff Compensation Policy. It is expected that this position will be at minimum a .5 FTE.

Volunteer Coordinator (VC) Job Description:

This person will be responsible for all activities associated with volunteers.
The VC will have a valid Food Safe certificate and WHMIS training as this person will be training volunteers who are food handling and using cleaning products.
The VC will keep a file of volunteer applications and volunteer opportunities. The VC will match people with opportunities to ensure that all positions requiring volunteers are filled. The VC will work with the chief staff person to create a proper recruitment campaign that will ensure maximum volunteerism.
The VC will keep a detailed schedule of volunteer activities required throughout the year, including seasonal fundraising and visibility events.
Volunteers will be trained according to safety protocols and specific requirements of each volunteer opportunity.
The VC will update the volunteer schedule monthly, or more often if required.
The VC will check in with volunteers on a regular basis to ensure they are getting the experience they need.
Formal and informal feedback will be sought with regard to satisfaction, time spent, and value for time.
The VC will create and present a volunteer report on a monthly basis at a scheduled meeting with the chief staff person.
If a Volunteer Committee is struck at the Board Level, the VC will sit on the committee and contribute to any volunteer recommendations made to the board as a whole.

1. Volunteer Management
    a. The Volunteer Coordinator will have a file of volunteer applications. Included in the information in this file will be the abilities, needs, background, interests, and other information on each volunteer candidate. The Volunteer Coordinator will

match people with Society needs based on the information in the file. Several categories of volunteerism will be available including inside the centre, in the community, fundraising, events, food pick-up, and others as they present themselves.

b. Volunteers will be appropriately training in safety, decorum, confidentiality, and operational policies and procedures that will affect them.
c. Volunteers will be given every opportunity to provide feedback on their experience(s) including their level of training, job satisfaction, and any suggestions for improvement.
d. Volunteers at the PRAC-Food Bank do not engage with the public in the Centre programming and will have minimal interaction with the public at seasonal events.
e. The following is an actual example of a volunteer assignment at the PRSC Food Bank.
    i. Hamper Filler:
    ii. The volunteer will work from the monthly hamper sheet located on the wall in the back to fill hampers in several categories:
        1. Singles, 2 persons, couple with one child, family hamper.
            a. Each hamper must be filled the same.
            b. There will always be "extras" to put in each hamper, whether it be confectionaries, meat, produce, dairy, or whatever has been donated or purchased for that month.
    iii. The Hampers will be filled in the back area and will be brought to the front shelving units for easy distribution. Some days up to 80 hampers will need to be filled.
    iv. The volunteer will be instructed as to where to find gluten free and/or vegetarian/vegan choices when available.
    v. At the end of the volunteer shift the Chief Staff person will go over the days' work and offer feedback, ask for feedback, and ensure the volunteer had a good experience, felt supported, and adequately trained.

2. Volunteer Recruitment:
    a. Recruitment of volunteers will be ongoing and will include both internal and external strategies with a goal of identifying and recruiting a diverse base of volunteers.
    b. Methods of recruitment will include social media, local radio and print media, word of mouth, and posters at events.
3. Volunteer Screening:
    a. Volunteers will be screened through a variety of means, including an in-person interview with the volunteer coordinator following a review of the volunteer application.
    b. Volunteers will be asked where in the organization they see themselves doing the best work, whether it is in the Food Bank centre, out in the community, at seasonal fundraising events, or picking up and sorting food donations. Through conversation on expected measurables and deliverables, the coordinator and

volunteer will come to a decision on where to best place them for the maximum mutual benefit.

c. The volunteer will be given a set of relevant policies and procedures and will be asked to sign a confidentiality document prohibiting them from discussing Food Bank operations, including people who visit.

4. Volunteer Recognition:
    a. As volunteers are the backbone of any non-profit Society, the PRAC Food Bank will ensure that each of their volunteers receives the recognition they deserve.
    b. A board at the centre thanking the volunteers will be placed in a prominent area where all can see.
    c. Each year the names of all volunteers will be included in the Society Annual Report.
    d. Other recognition as appropriate will be given to all volunteers.