

Scheduling Volunteer

Position Overview:

The Scheduling Volunteer duties include answering the main ICA phone number, scheduling appointments for the K-Tel food shelf, home delivery, and mobile food shelf and providing information for various resources.



Key Responsibilities:

- Answer neighbors' calls and schedule food appointments for K-Tel, mobile food shelf and home delivery after confirming eligibility and simple demographic information
- Retrieve voicemails left on the main phone line, return neighbors' calls, or forward to staff as needed
- Maintain all standards as outlined in the ICA Volunteer Handbook
- Maintain neighbor confidentiality as stated in the Volunteer Confidentiality Document
- Be aware of your surroundings and personal safety. Report any uncomfortable situations to a staff person
- Inform the Volunteer Manager about your need for schedule changes

Time Commitment:

Shifts are typically 3 hours long; 9:30am-12:30pm and 12:30pm-3:30pm (Monday – Friday)

Qualifications:

- Required interview with ICA staff member to ensure volunteer fits this position well
- Computer proficiency – ability to learn and use software required to support scheduling
- Excellent interpersonal communication skills and attention to detail
- Ability to multitask in a busy and noisy environment
- Ability to work effectively with youth and adults from diverse cultural and socio-economic backgrounds
- Ability to maintain a steady work pace and calm approach to neighbor interactions in a fast-paced environment

Support:

ICA staff members and experienced volunteers will be available during office hours to assist you when needed. You will receive on-the-job training until you are comfortable to work on your own.

Benefits:

- Personal satisfaction knowing that you are making a contribution to the community
- Meeting new people in a fun, friendly environment
- Occasional perks made available to ICA staff and volunteers

All volunteers are required to pass a background check

Food Shelf Support Volunteer

Position Overview:

The Food Shelf Support Volunteer provides hospitality to all neighbors, donors, and visitors, and assists neighbors with the shopping process. Volunteers maintain a professional demeanor at all times.



Key Responsibilities:

- Welcome neighbors, donors, and staff appointments
- Shop with neighbors as requested and be available in the food shelf area to answer any questions
- Complete checkout process: weigh items and record weight on a food slip
- Distribute emergency bags as needed
- Help cleanup at the end of each shift when needed
- Attend volunteer meetings as scheduled
- Maintain all standards as outlined in the ICA Volunteer Handbook
- Maintain neighbor confidentiality as stated in the Volunteer Confidentiality Document
- Be aware of your surroundings and personal safety. Report any uncomfortable situations to a staff person
- Inform the Volunteer Manager about your need for schedule changes

Time Commitment:

Shifts are typically 3 hours long and are available on a weekly basis during food shelf open hours.

Qualifications:

- Excellent interpersonal communication skills; ability to maintain a professional demeanor while meeting with and talking to ICA neighbors, donors, volunteers, etc.
- Ability to work effectively with youth and adults from diverse cultural and socio-economic backgrounds
- Interest in a high level of neighbor interaction
- Ability to maintain a steady work pace and calm approach to neighbor interactions in a fast-paced environment
- Must be able to lift 10-20 pounds

Support:

ICA staff members and experienced volunteers will be available during office hours to assist you when needed. You will receive on-the-job training until you are comfortable to work on your own.

Benefits:

- Personal satisfaction knowing that you are making a contribution to the community
- Meeting new people in a fun, friendly environment
- Occasional perks made available to ICA staff and volunteers

All volunteers are required to pass a background check

Food Logistics Volunteer

Position Overview:

The Food Logistics Volunteer provides support to the food shelf by unloading, weighing, and sorting food and stocking shelves.



Key Responsibilities:

- Accept incoming food donations, accurately weigh and record donations, including unloading vehicles
- Follow ICA guidelines of sorting perishable products, ensuring quality food is available to neighbors
- Help assemble various bags of food and stock fridge and freezer
- Clean work station at the end of the shift or other duties as assigned, e.g. composting, date checking, etc.
- Attend volunteer meetings as scheduled
- Maintain all standards as outlined in the ICA Volunteer Handbook
- Maintain neighbor confidentiality as stated in the Volunteer Confidentiality Document
- Be aware of your surroundings and personal safety. Report any uncomfortable situations to a staff person
- Inform the Volunteer Manager about your need for schedule changes

Time Commitment:

Shifts are typically 3 hours long and are available on a weekly basis during food shelf open hours.

Qualifications:

- Excellent interpersonal communication skills; ability to maintain a professional demeanor while meeting with and talking to ICA neighbors, donors, volunteers, and visitors from diverse cultural and socio-economic backgrounds
- Ability to stand and lift 15-40 lbs. frequently
- Ability to maintain neighbor confidentiality

Support:

ICA staff members and experienced volunteers will be available during office hours to assist you when needed. You will receive on-the-job training until you are comfortable to work on your own.

Benefits:

- Personal satisfaction knowing that you are making a contribution to the community
- Meeting new people in a fun, friendly environment
- Occasional perks made available to ICA staff and volunteers

All volunteers are required to pass a background check

ICA Volunteer Positions

Updated 12/2023

Food Rescue Stores Volunteer

Position Overview:

The Food Rescue Volunteer picks up food donations from local grocery stores and bakeries. Volunteer either drives the ICA Truck or uses their own vehicle to do the rescue.



Key Responsibilities:

- Follow the rescue instructions provided by the food logistics team
- Contact the store manager on site (if needed)
- Load all donations into either the ICA truck/van or your personal vehicle
- Deliver food donations to ICA's K-Tel location
- Attend volunteer meetings as scheduled
- Maintain all standards as outlined in the ICA Volunteer Handbook
- Maintain neighbor confidentiality as stated in the Volunteer Confidentiality Document
- Be aware of your surroundings and personal safety. Report any uncomfortable situations to a staff person
- Inform the Volunteer Manager about your need for schedule changes

Time Commitment:

- **ICA Truck Rescue** shift is from 8:30am-11:30am (Mon – Thurs)
- **Independent Food Rescue** shift is between 9am-11am (Mon – Fri)

Qualifications:

- Excellent interpersonal communication skills; ability to maintain a professional demeanor while meeting with businesses, donors, volunteers, etc. from diverse cultural and socio-economic backgrounds
- Ability to lift heavy loads (15-40 lbs.) with regular frequency
- Ability to maintain client confidentiality
- **ICA Truck Rescue** position requires a DOT physical and a good driving record
- **Independent Rescue** requires a good driving record, access to a personal vehicle designed for hauling (hatch-back, SUV or truck with a cover), and current car insurance

Support:

ICA staff members will provide rescue instructions for each rescue site.

Benefits:

- Personal satisfaction knowing that you are making a contribution to the community
- Meeting new people in a fun, friendly environment
- Occasional perks made available to ICA staff and volunteers

All volunteers are required to pass a background check

Mobile Food Shelf Volunteer

Position Overview:

The Mobile Food Shelf Volunteer packs and fills food orders and delivers food to neighbors who live in designated apartment complexes.



Key Responsibilities:

- **Packer:**
 - Fulfill neighbor's order
- **Mobile Ride Along:**
 - Weigh orders in grocery carts
 - Load carts of food onto the ICA delivery truck
 - Unload the ICA delivery truck on site and bring the cart of groceries to neighbor's apartment
- Attend volunteer meetings as scheduled
- Maintain all standards as outlined in the ICA Volunteer Handbook
- Maintain neighbor confidentiality as stated in the Volunteer Confidentiality Document
- Be aware of your surroundings and personal safety. Report any uncomfortable situations to a staff person
- Inform the Volunteer Manager about your need for schedule changes

Time Commitment:

- **Packer** shifts are Mondays, 5:00pm-6:30pm; Tuesdays, 9am-11am
- **Mobile Ride Along** shifts are Tuesdays 9:45am-11:00am and 3:00-4:30pm

Qualifications:

- Excellent interpersonal communication skills including the ability to maintain a professional demeanor while meeting with and talking to ICA neighbors, donors, volunteers, etc. from diverse cultural and socio-economic backgrounds
- Ability to maintain a steady work pace and calm approach to neighbor interactions in a fast-paced environment
- Ability to stand for long periods of time and lift 15-40 lbs. frequently

Support:

ICA staff members and experienced volunteers will provide on-the-job training.

Benefits:

- Personal satisfaction knowing that you are making a contribution to the community
- Meeting new people in a fun, friendly environment
- Occasional perks made available to ICA staff and volunteers

All volunteers are required to pass a background check

Home Delivery Volunteer

Position Overview:

The Home Delivery Volunteer delivers groceries to home-bound neighbors.

Key Responsibilities:

- Pick up pre-packed groceries at K-Tel location
- Load groceries into a personal vehicle
- Deliver groceries to neighbors
- Attend volunteer meetings as scheduled
- Maintain all standards as outlined in the ICA Volunteer Handbook
- Maintain neighbor confidentiality as stated in the Volunteer Confidentiality Document
- Be aware of your surroundings and personal safety. Report any uncomfortable situations to a staff person
- Inform the Volunteer Manager about your need for schedule changes

Time Commitment:

Regularly scheduled shifts are typically 2 hours long during open food shelf hours.

Qualifications:

- Excellent interpersonal communication skills with the ability to maintain a professional demeanor while interacting with ICA neighbors, donors, volunteers, etc. from diverse cultural and socio-economic backgrounds
- Ability to work well in a diverse environment
- Have a good driving record, access to a personal vehicle and have current car insurance
- Ability to stand and lift 15-25 lbs. frequently
- Ability to climb stairs, if needed, at neighbors' residences

Support:

ICA staff members will provide the neighbor's name, address, and phone number for the home delivery. Please call ICA's main phone line if there are any issues with the home deliveries at 952-938-0729.

Benefits:

- Personal satisfaction knowing that you are making a contribution to the community
- Meeting new people in a fun, friendly environment
- Occasional perks made available to ICA staff and volunteers

