

## VOLUNTEER POSITION DESCRIPTION

**POSITION:** Site Volunteer – Off-site grocery distribution for seniors

**SUPERVISED BY:** CSFP Distribution Representatives

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### POSITION SUMMARY:

Second Harvest Heartland provides a box of nutritious food each month to low-income seniors 60 years and over through the Nutrition Assistance Program for Seniors (NAPS). Seniors are given a box of highly nutritious food including canned fruits, vegetables and juices, dry and UHT milk, American cheese, canned meat, peanut butter or dried beans, cereal, rice or pasta.

Volunteers in this position assist at the distribution site where Second Harvest Heartland gives out the boxes of groceries. Volunteers provide excellent customer service to our senior and work alongside other volunteers to ensure the distribution runs smoothly. You can assist in the setup, certification and recertification of clients who receive a month box of free groceries, and help senior clients carrying their boxes and/or loading them into their vehicles. This position is physical, fast-paced, and offers face-to-face client interaction.

### DUTIES AND RESPONSIBILITIES:

- Assist Site Partner with area set-up for food box distribution
- Assist participants in moving through sign-in process and food pick-up area
- Follow correct sign-in and verification procedures, including annual verification of participants income eligibility
- Help clients lift and load a 35 lbs. box of groceries continuously throughout the shift

### QUALIFICATIONS/SKILLS:

- Reliability, punctuality, accountability, patience under stress
- Excellent verbal communication skills
- Strong customer service attitude and skills, respect for and sensitivity to diversity
- Excellent etiquette, personal boundaries, and ability to maintain confidentiality
- Patience under stressful situations
- **Physical requirements:** Assist program participants with lifting boxes as needed. Boxes weigh 30-35 pounds each.

### TIME REQUIREMENTS AND SCHEDULE:

- **Total time requirement:** Once monthly for up to 2 hours for a minimum of one-year commitment

### HOW TO APPLY:

- Visit our website [here](#), or contact Paige Stein at 651-209-7953 or [pstein@2harvest.org](mailto:pstein@2harvest.org).