



**Operation Hope, Inc.  
Volunteer Program**

**Job Description:** Food Pantry –Volunteer

**Date Initiated:** September 1, 2006

**Responsibilities:**

Food pantry volunteers help provide food to program participants during pantry hours. Food pantry hours are Monday, Wednesday, and Friday from 10 a.m. to 12 p.m. Thursdays from 4 PM to 6 PM.

1. Arrive a few minutes before 10a.m. for general organization.
2. Have plastic bags available so people can fill their own. Please remind patrons to slip plastic bag over their hand when choosing baked goods from a large bag.
3. Place cartons of soups, pasta, bread, or anything we have excess of, in front of counter on the left. Patrons may help themselves.
4. Have basket filled with travel size toiletries available.
5. Check refrigerators we sometimes have produce, eggs, or cheese to distribute (especially during the summer from our own garden).
6. Please do not allow clients behind the counter.
7. Do your best to remain cheerful, helpful, and non-judgmental, even if clients are difficult. Many patrons are experiencing extreme hardships and many have a difficult time asking for food.
8. Distribute shopping list to pantry patrons. Make sure they give you a signed referral.

9. Place referral slip bin, Pantry Coordinator, maintains files on the number of times clients use the pantry.
10. Collect the shopping lists from patrons. Serve people in order of their arrival. Patrons may fill out shopping lists while waiting their turn.
11. Check number of people in household. Fill the shopping list according to how many people are in the household, for one week of food.
12. Remember, we do not always have everything on the list.
13. During slow times please:
  - ❖ Shelve and organize food
  - ❖ Make up packages of chicken and or hamburgers.
  - ❖ Make small packages of flour, sugar, teabags, or rice.
15. At 12 pm close pantry. Wipe down counter and tops of freezers. Arrange for garbage to go out.