**Nueva Vida Food Bank Job Description**

**Intake Specialist and Volunteer Coordinator**

**15 hours a week maximum**

**Draft: Sept 12, 2021**

**Overview:** The Intake Specialist and Volunteer Coordinator provides warm hospitality and efficient intake of information necessary to distribute food to clients. On the volunteer side, the coordinator is responsible for recruiting, scheduling and engaging volunteers.

**Intake Responsibilities:**

* Ensure that the lobby and office of the food bank are well-organized and ready to welcome guests.
* Greet each client with warmth and compassion, inputting each client’s information into the Nourish system.
* Give each client clear directions about where they are to be and what they are to do as they wait for their food to be brought to them.
* Complete and send client reports to Nourish and to the Nueva Vida Food Bank at the end of each distribution day.
* Regularly post promotional material on social media.
* Work collaboratively as a part of the Nueva Vida Food Bank and the Nourish team to fill in gaps as needed, including
  + Assisting in troubleshooting problems (setting up security cameras, calling and meeting repair people)
  + Greeting each volunteer by name and thanking them for assisting at the food bank
  + Turn in hours worked as requested on the agreed-upon schedule.
  + Working collaboratively with the Nueva Vida Food Bank and the Nourish team to troubleshoot as necessary.
  + Putting out snacks for volunteers when snacks are available.
  + Adding names and contact information into the master volunteer database for Nueva Vida Food Bank
  + Completing other tasks as requested

**Volunteer Responsibilities**

* Recruit volunteers for each delivery day and distribution day.
* Manage the volunteers in the following ways:
  + Greet each volunteer with warmth and enthusiasm.
  + Collect their names and contact information.
  + Give a brief history of the mission of Nueva Vida Food Bank.
  + Ensure that the food that is given to clients is aligned with the Nourish requirements (Commodity, non-commodity, emergency bag, etc)
  + Keep an active list of projects that volunteers can work on during down time.  
    Have ready a master list of the monthly number and total number of volunteers who have served at Nueva Vida Food Bank.