



CLACKAMAS
SERVICE CENTER

VOLUNTEER JOB DESCRIPTIONS

REVISED 5/19/16

Cook / Assistant Cook

Shift Length: 3-5 hours

Description: Help prepare and serve a nutritious and filling meal for 50-120 people. Prepare food. Ensure that kitchen is cleaned up afterwards and that safety regulations are followed. Ensure food is properly stored.

Qualifications

- Basic cooking experience – “home cooking” knowledge can be sufficient.
- Must be 16+, or serving with an adult parent/guardian.
- Knowledge of nutrition a plus.
- Desire to volunteer and help people in need.

Trainings

- Completing volunteer training at Clackamas Service Center.
- Complete Oregon Food Bank video training.
- Training in kitchen procedures, including emergency procedures.

Responsibilities:

- Sign in at the beginning of your shift and sign out at the end.
- Help prepare the meal, either planning it yourself or preparing what the staff use.
- Follow posted signs and food safety regulations.
- Keep track of the number of people served.
- Ensure dishes are washed and put away at the end of the shift.
- Ensure food is properly stored and dated at end of shift.

Server

Shift Length: 1-2 hours

Description: Help serve a nutritious and filling meal for 50-120 people. Ensure that dishes are cleaned and that safety regulations are followed.

Qualifications

- Basic knowledge of food training.
- Must be 16+, or serving with an adult parent/guardian

Trainings

- Completing volunteer training at Clackamas Service Center.
- Complete Oregon Food Bank video training.
- Training in kitchen procedures, including emergency procedures.
- Desire to volunteer and help people in need.

Responsibilities:

- Sign in at the beginning of your shift and sign out at the end.
- Assist in serving the meal, either table service or from the counter.
- Help clean up after the meal.
- Follow posted signs and food safety regulations.
- Keep track of the number of people served.
- Ensure dishes are washed and put away at the end of the shift.
- Ensure food is properly stored and dated at end of shift

Food Box Sorting & Preparation

Description: Our food box crew helps turns thousands of pounds of uncategorized donations into 20-45 custom-made, healthful food boxes a day for people living in poverty. Volunteers receive and sort through donations in the morning and assemble food boxes and clean the receiving space in the afternoon. Ability to lift 30 lbs. required.

Front Desk

Shifts:

Monday-Thursday

9 a.m. – 1 p.m. (or any part) – Administrative support and working at front desk.

1 – 3:30 p.m. – Food Box Interviews and working at front desk.

Friday

2 – 4:30 p.m. – Food Box Interviews and working at front desk.

Description: Front desk/interview volunteers work on the “front lines” to help our clients and insure that the center runs smoothly. They assist with center operations, including answering phones, doing basic administrative tasks, and acting as the “front desk” for client questions. Their prime responsibility is to create a warm environment and help ensure clients know what services are available onsite and in

the community. In the afternoon, they do “interviews” to help clients receive a custom-made food box.

This task is ideal for people with a background in social services, or who are interested in developing their knowledge in this area.

Qualifications

- Must be 18+, or arrange a special exception with the volunteer coordinator.
- Ability to interact with people from a variety of backgrounds, treating them with authenticity, respect, and making them feel “at home”.
- Ability to work in a high-intensity environment.
- Ability to answer the phone and operate a computer.
- Optional: knowledge of Microsoft Word, Excel, Database software, Google Docs.
- Knowledge of social services available in Multnomah and Clackamas County a plus.

Trainings

- Completing volunteer training at Clackamas Service Center.
- Training in front desk procedures and database.
- Basic trainings on client interaction and de-escalation.

Responsibilities:

- Sign in at the beginning of your shift and sign out at the end.
- Develop a knowledge of resources off and onsite to refer people to.
- Respond to messages at the start of every shift.
- Check, sort, and distribute mail.
- Check and update bulletin boards.
- Make copies of the client bulletin and other resource lists.
- Data entry and admin work as requested by volunteer coordinator.

Donation Pick-Up Driver

Shifts: Varies, usually in morning + early afternoon

Description: Donation pick-up drivers operate Clackamas Service Center’s van to pick up food from a variety of food banks, grocery stores, and food distributors. These pickups enable our meal and food box programs to serve hundreds of people a week. The driver’s job is to ensure that these pick ups are completed in a timely manner and that they are appropriately logged.

Qualifications

- Must be 18+.

- Ability to comfortably drive cargo van.
- Driving record that can pass motor vehicle record check, including:
 - No hit and runs, or leaving the scene of an accident, on their record.
 - No DUIs on their record.
 - Not having more than 2 moving violations in the last 2 years.
 - No at-fault accidents in the previous 2 years.
- Ability to pleasantly interact with donors and people unloading donations.
- Able to lift 30 lbs., and comfort loading 500 lbs of food over the course of a few hours, or work with somebody who is able to lift.

Trainings

- Completing volunteer training at Clackamas Service Center.

Responsibilities:

- Drive the van, following policies and procedures.
- Load and unload food from van.
- Treat all donors with respect and appreciation.
- Maintain usage logs in van.
- Keep an eye on oil and gas levels and refuel using CSC debit card or report to staff.

Volunteer Hairstylist

Shifts: Anytime between 10 a.m. – 5 p.m. Monday-Friday, based on availability

Description: Hairstylists cut hair for clients in need, enabling them to access key services, especially employment services, and improving self-esteem.

Qualifications

- Must be 18+.
- Currently licensed hair stylist.
- Ability to bring own tools.
- Comfort working with unhoused population.
- Comfort working with minimal facilities.

Trainings

- Completing volunteer training at Clackamas Service Center.

Responsibilities:

- Cut hair of clients.
- Treat clients with respect, courtesy and politeness.
- Ensure equal access to haircuts.

- Ensure that all haircuts are logged and the total number and date are available for data entry.

Shower Monitor

Shifts: Tuesday-Thursday

Description: The shower monitor takes the lead, as part of a pair, in the operations of the shower unit, to provide 20+ showers a day. Volunteers ensure that the shower cart moves smoothly, deals with issues as they appear, and contributes to the clients having a positive experience. No interaction with the actual bathing is required.

Qualifications

- Must be 18+.
- Comfort working with unhoused population.
- Ability to learn to connect and disconnect shower hookups.
- Ability to walk up and down stools frequently.

Trainings

- Completing volunteer training at Clackamas Service Center.

Responsibilities:

- Connect shower unit at opening and disconnect at closing.
- Schedule all showers.
- Ensure clients stay within time limits.
- Distribute towels and clothing.
- Briefly disinfect shower stalls between uses and after shift.
- Clean shower cart at end of shift.
- Contact staff immediately in an emergency.