

Getting Started as a Foodbank Volunteer

Each year, more than 7,000 people lend their time and talent to help us nourish our community. Last year alone, our volunteers contributed over 60,000 hours, the equivalent of 29 full-time employees. Whether you're volunteering once or showing up regularly, you're now part of a powerful force for good. We're thrilled to have you with us, and we can't wait to see the impact we'll make together.

Mission, Vision, and Values

Whether you're sorting and packing food in our warehouse, managing a distribution event, providing administrative support, or engaging in outreach initiatives, your work supports something much bigger. Everything we do ties back to our mission, and our volunteers play a critical role in making that mission real every day.

Mission

Leading the effort to eliminate hunger in our community.

Vision

A Hunger-Free Community

Our Core Values

Quality, People, Stewardship, Integrity, Collaboration, Equity

Volunteer Roles and Responsibilities

Volunteers support nearly every part of our operations, and there are a variety of roles to match different interests and skill sets. New opportunities are added regularly through our online scheduling platform, Volunteer Hub: foodbankonline.volunteerhub.com/vv2/.

Here's a snapshot of the types of volunteer roles available:

Warehouse Support

Sort food donations, stock shelves, pack boxes or bags, and assist with general warehouse tasks.

Food Distribution

Help neighbors select food, assist with setup and distribution at mobile or on-site locations, or support registration and paperwork.

Event Support

Assist with food drives, fundraisers, and other public-facing events that promote awareness and engagement.

Administrative Help

Assist with tasks like data entry, phone support, or other office-related responsibilities.

Specialty Roles

Some positions require specific skills or training, such as volunteer drivers or Volunteer Team Leaders who help guide others on-site.

Each listing includes shift-specific details such as physical requirements, age restrictions, dress code, and any necessary training.

Training and Orientation

We want every volunteer to feel confident and prepared. To help you get started, new volunteers will receive access to a brief training video before their first shift. This video covers check-in procedures, expectations for conduct, safety guidance, and other key information.

Most shifts also include on-site training. You'll receive instructions specific to your role, along with any tools or support needed to complete the task.

Some recurring or specialized roles, such as volunteer drivers or Team Leaders, may involve additional training.

If you ever have questions before or during your shift, don't hesitate to ask. We're here to help you feel comfortable, informed, and ready to make an impact.

Volunteer Benefits

While the greatest reward is knowing you're helping neighbors in need, we're proud to offer a few additional benefits as a thank you:

Appreciation events and
celebrations

Verified service letters
upon request

Eligibility for Presidential
Volunteer Service Awards

Presidential Volunteer Service Awards recognize individuals who contribute 100 or more hours for Bronze, 250 or more for Silver, and 500 or more for Gold within a calendar year.

Time Commitment and Scheduling

There's no minimum time requirement to volunteer with the Foodbank; we welcome any time you're able to give. All shifts are scheduled through our online platform, Volunteer Hub:
foodbankonline.volunteerhub.com/vv2/.

We ask that you plan to stay for its full duration. If you're unable to attend, please log into your Volunteer Hub account and unregister as soon as possible so another volunteer can take your place.

For group volunteer opportunities, please contact our volunteer team in advance at volunteer@foodbankonline.org to coordinate and ensure we can accommodate your group.

Volunteer Dispute Resolution

If you experience a concern, conflict, or uncomfortable situation during your time with us, please speak with a Foodbank staff member. We are committed to addressing issues promptly and with care. Your feedback helps us create a safe and welcoming environment for everyone.

Code of Conduct, Health & Safety

As a volunteer, you represent the Foodbank, whether you're in our facility, at a community event, or supporting a food distribution. We ask that you maintain a respectful, professional, and safety-conscious approach at all times.

Please follow these guidelines during your volunteer experience:

- Treat all individuals with dignity and respect.
- Follow instructions from Foodbank staff and supervisors.
- Respect the confidentiality of all personal and organizational information.
- Refrain from consuming or taking any food from Foodbank inventory.
- Wash your hands before and after handling food.
- Wear appropriate clothing and closed-toe shoes for safety.
- Stay home if you're feeling unwell or have a contagious illness.
- Report injuries, unsafe conditions, or emergencies to a staff member or supervisor immediately.

Volunteers who do not follow these guidelines or who disregard direction from staff or on-site supervisors may be restricted from future opportunities.

Your safety, and the safety of others, is our top priority. If you ever have questions or concerns, please don't hesitate to speak with a staff member.

Emergency Procedures

Your safety is our top priority. In the event of severe weather, fire alarms, or other emergencies during your volunteer shift, whether on-site or at an offsite location, please follow the instructions of Foodbank staff or the designated site supervisor.

For on-site emergencies:

- Evacuate immediately when instructed or when a fire alarm sounds.
- Follow posted evacuation routes and meet at the designated assembly point.
- Do not re-enter the building until cleared by staff or emergency personnel.

For offsite/mobile distributions:

- Follow the lead of the site supervisor or staff member in charge.
- Seek shelter if weather conditions become dangerous (e.g., lightning, high winds).
- Call 911 in the event of a medical or safety emergency and notify a staff member immediately.

If you ever feel unsafe or unsure of what to do, please don't hesitate to speak up.

Be a Foodbank Ambassador

Your voice can make a difference beyond your shift! We encourage volunteers to help spread awareness by following us on social media, sharing their volunteer experience, and inviting others to get involved. You can find us @FoodbankSEVA on Facebook, Instagram, Twitter, and LinkedIn.

You can also support our mission by attending advocacy events, participating in community outreach, or simply talking with friends and family about the importance of fighting hunger.

Multiply Your Impact

Volunteering your time is an incredible gift and we're so grateful for your dedication. If you're looking for another way to make a difference, consider making a financial contribution to support our programs. Every dollar helps provide more nutritious meals, expand outreach, and strengthen our ability to serve neighbors in need. Whether it's a one-time gift or a recurring donation, your support fuels the work you're already a vital part of.

You can donate at foodbankonline.org/donate or speak with a team member to learn more. Thank you for being part of the solution!

Contact Information

If you have questions, need support, or want to share feedback, our volunteer team is here to help. You can reach us at **volunteer@foodbankonline.org**.