



Volunteer Position Description Template

Volunteer Position Title:

Program overview:

1 sentence about your organization and/or program

2-3 sentences about the volunteer position, focusing on the “why” and how this volunteer position connects with your mission and vision

What you’ll do:

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-

4-5 bullet points with specific volunteer tasks. Keep it simple (1 sentence for each task)

What you’re committing to:

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-

2-5 bullet points listing the requirements of the role. Ex: Commitment level (one time or ongoing + length), driving required, background check, lift and carry X amount of pounds. Serving X amount of shifts per month

When and where you’ll volunteer:

- **Volunteer location:** *list an address or if multiple, say the site varies*
- **Day of the week:**
- **Time of day:** *List the entire shift time (Ex: 9-11am)*

Additional Information: *If using Galaxy Digital, you can input in the appropriate boxes or put this in the additional notes section*

- **Individual or Group opportunity:** If you take groups, list the number you can accommodate
- **Age requirement:** What ages can volunteer?
- **Accessibility Notes:** List things like wheelchair accessibility, etc

Perks of volunteering:

-
-

2-3 bullet points listing why they should volunteer! What benefits do they receive? Ex: Build your resume, meet others with similar interests, get a mini workout, connect face to face with the community. Goal: Make it fun & appeal to volunteer motivation

What's next?

To express interest: *Keep it simple! What do you want them to do next? Note: If using Galaxy Digital or HOTC, use this :*

Click "Respond" to this opportunity. Someone will contact you about next steps within 1-2 business days.

Questions: *It's optional to put a name and email if you would like. ONLY include if you have the capacity to respond*

***IF USING GALAXY DIGITAL or HOTC:**

- Qualifications such as a waiver can be attached directly to the opportunity
- Galaxy Digital will notify you via email when someone is interested in volunteering

Example Volunteer Position Description - Filled Out

Second Harvest Heartland **Volunteer Position Description**

Opportunity: *Senior Hunger (CSFP) Distribution Volunteer*

Program Overview

Through our Senior Hunger Program, Second Harvest Heartland provides a box of nutritious food each month to low-income seniors 60 years and over. **We are all in this together and with your partnership we can deliver nutritious food to more seniors at risk of hunger.** In addition to being the first point of contact for senior clients, you'll be completing administrative tasks & database entry for the senior hunger team.

What you'll do:

- Greet and welcome clients and other volunteers on-site
- Provide a meaningful and productive experience for clients by being available for questions and providing direction
- Perform data entry and record keeping tasks
- Perform additional admin support tasks as needed

What you're committing to:

- Weekly 3-hour shift for at least 6 months
- Bringing a mindset of listening, learning, and growth to your professional development
- Providing excellent customer service
- Having the ability to navigate basic computer functions, including Microsoft office suite

When and where you'll volunteer:

- **Volunteer Location:** 7101 Winnetka Ave N, Brooklyn Park, MN 55428
- **Days of the week:** Wednesday or Thursday
- **Time of day:** 9:00am – 12:00pm

Additional Information:

- Individual volunteer opportunity

- Age 18+

Perks of volunteering:

- Hands-on food insecurity experience at one of the largest Feeding America food banks
- Networking opportunities & educational events
- Further develop administrative skills
- Resume builder

What's Next?

To Apply: Click "Respond" and complete the required initiative questions. Someone from Second Harvest Heartland will contact you about next steps.

Questions: Contact Bri Johnson, bjohnson@2harvest.org

Second Harvest Heartland conducts background checks on all volunteers in this position. We reserve the right to decline a volunteer, or dismiss a current volunteer, based on the results of the background check.

Insert Organization Logo here

Waiver, Release and Confidentiality Agreement

I hereby release, indemnify and hold harmless {Insert Org Name}, its officers, employees, successors, assigns, legal representatives, organizer, sponsors and supervisors of its activities, from any and all claims, causes of actions and liability arising from or in any way connected with my volunteer participation with the food shelf.

I further understand that I am expressly assuming all risk, including but not limited to all risk of injury associated with my volunteer participation at {Insert Org Name}, or in food shelf activities conducted off-site. I hereby expressly and specifically assume the risk of injury or harm in the Activities and release released Parties in writing, the Released Parties are under no obligation to provide, carry or maintain health, medical, travel, disability or other insurance coverage for any slipping or falling; transporting and lifting; travel to or from the volunteer site; exposure to allergens in the environment including food and nuts; forklifts and other light industrial equipment; and, general risks associated with a warehouse environment. I further understand I am not considered an employee of {Insert Org Name}, and therefore am not covered by {Insert Org Name}, 's Workers' Compensation policy. {Insert Org Name}, is not responsible for lost or stolen items.

I further understand that {Insert Org Name}, has developed and uses and will be developing and using confidential and proprietary information in connection with carrying out its mission. "Confidential and proprietary information" includes, but is not limited to, information about computer programs or systems, donors, volunteers, clients and prospective clients, revenues, reimbursements, suppliers, personnel, pricing policies, operational methods, technical processes and other business affairs and methods, plans for future developments and other information which is not readily available to the public.

I further understand, for good and valuable consideration, I hereby authorize {Insert Org Name}, its partners, and news media to record my name, likeness, image, voice and performance on film, tape or otherwise ("Material"). I agree that the materials may be edited as desired and used in whole or in part in any form, format, manner or media, now known or hereafter devised, for any distribution purpose, throughout the world in perpetuity. I understand and agree that the Materials may be used in any materials or project at {Insert Org Name}'s sole discretion. I understand that I have no rights to the Project, Materials and any other products or benefits derived therefrom. I expressly release {Insert Org Name} from any and all claims arising out of the use of the Materials.

I further understand that during and after my term of volunteering with {Insert Org Name}: I shall keep secret all confidential and proprietary information and not reveal or disclose it to anyone outside of {Insert Org Name}; I shall keep confidential all information related to volunteers, donors, clients, and employees; I shall not make use of any such confidential and proprietary information for my own purposes or the benefit of anyone other than {Insert Org Name}.

I represent that I have the right to enter into this Agreement and that my participation and the rights I have granted in this Agreement will not conflict with or violate any commitment or understanding I have with any other person or entity.

All volunteers must adhere to all safety protocols in order to volunteer with {Insert Org Name}
Any person who does not comply with established protocols will be asked to leave the volunteer shift.

Printed Name: _____ **Signature:** _____

Date: _____



Sample Volunteer Communication Email Templates

When a volunteer expresses interest or responds to a volunteer opportunity

Tip: Make it easy for volunteers to get involved! We recommend not requiring a lengthy application or form up front.

Subject Line: Thank you for your interest in volunteering at {organization name}.

Hello, _____ -

Thank you for your interest in volunteering with {insert your organization's name}. We appreciate all our volunteers as core partners in hunger relief!

Next Steps

Describe the next step: What do they need to do to volunteer? This could be a short questionnaire, a phone call, or an orientation depending on the position.

Example:

- 1.) Let's schedule a 10-15 minute fit discussion, helping us find the right volunteer position for you and answering any questions you may have. Click this link to schedule a meeting.
- 2.) Fill out this 3 question questionnaire to help us get to know you better.

Questions?

Please let us know if you have any questions!

Pre-Volunteer Shift Communication: Sent 3 days before the shift

Include:

- Reminder of the volunteer position they signed up for
- Shift date and time
- Location
- Parking
- Dress code
- Where to go and who to talk to when they arrive
- Optional: illness guidelines and how to cancel

Subject Line: Know Before You Go: {Organization name} Volunteer Shift Information

Hello, _____ -

We're looking seeing you on {Date} at {Time} for your volunteer shift,{volunteer position}.

Location and parking:

- Building Address
- Parking Details

When you arrive:

- Where to go in the building- Do they check in at the front desk? Enter through a specific door?
- Arrival time- Do they need to show up 10 minutes early?
- Who do they talk to? Contact name is helpful

What to wear:

- What is your dress code policy? Safety notes?
- Ex: Closed toe shoes, pants, no jewelry, hairnet will be provided, etc

Thank you for investing your time as a volunteer! Questions? Email {contact name & contact email}.

Volunteer Engagement Team

{organization logo}

After the volunteer shift

Email subject line: Thank you for volunteering! What's next?

Hello _____,

Thank you for volunteering with us at **{Organization name}**! Whether you're lending your voice, time, or financial support, every action you take moves us one step closer to a Minnesota where everyone has the food they need to thrive.

What's Next?

- Share your experience with your family and friends!
- Make a donation - **{Insert impact statement about a financial gift}** click here to donate online today
- Schedule your next volunteer shift - Gather your friends, family, or coworkers and fill a shift (or two!)
 - Click here to sign up for another shift

If you have any questions, please reach out to us at **{insert email}**.

We appreciate you as a partner in our mission to end hunger together!

Your friends at **{Organization name}**

{{signature & logo}}



Sample Volunteer Orientation: Food Shelf Shift-Based or One-Time Roles

Goals of a one-time volunteer orientation:

- Give a high level overview of your work and volunteer impact
- Explain the task(s) of the volunteer role
- Set community norms for engagement with neighbors/clients
- Clarify who to go to for questions
- Empower volunteers to serve confidently and equip them with the resources they need!

Logistics:

- 10-15 minutes total
- Onsite in the space they'll be volunteering in

Pre-Shift Communication Email:

- Reminder of date & time of the shift
- Location of building
- Where to park
- What do they do/where do they go when they enter the building
- What to wear
- Who to contact with questions or if something comes up
- Optional: Liability waiver (if not already in the system)

Talking Points:

1. Welcome

- a. Introduce yourself
- b. Thank you for being here
- c. Brief explanation of how volunteers advance the mission and are partners in the work
 - i. Impact

- ii. Goal of the day

2. Logistics

- a. Where to put your personal belongings
- b. Where the bathrooms are located
- c. Who is the point of contact for questions
- d. Sign a liability waiver if they haven't already

3. Volunteer Roles

- a. What are the roles for the day?
 - i. Main responsibilities of each
 - ii. How to conduct each task
 - iii. Safety notes: Gear (gloves, hairnet, coats, etc), food handling, etc
- b. If possible, show each person an example of what they'll do

4. End of Shift

- a. What do they do when the shift is over?
 - i. Ex: Return gear, log info, sign out, etc

5. Take Questions

6. Next step: Where to start

- a. What is the first thing they need to do?

At the end of the shift:

- Thank volunteers
- Communicate impact immediately, even something small! (Ex: _____ number of neighbors/clients received food during the shift, we unloaded X pounds of food)



Sample Volunteer Orientation: Re-occurring Volunteers in longer-term roles

Goals of a re-occurring volunteer orientation:

- Invite volunteers into your mission, priorities, and work on a long-term basis
- Explain the task(s) of the volunteer role from a high level, leaving out detailed instructions (they'll learn details on the job during their first shift)
- Set community norms for engagement with neighbors
- Clarify who to go to for questions
- Empower volunteers to serve confidently and equip them with the resources they need!

Notes:

- Some volunteers may begin as one-time shift volunteers and move to being a re-occurring volunteer & not all content will be relevant
- Your food shelf or food distribution program may require all volunteers to make a commitment up front. If that's the case, we suggest hosting this orientation in addition to the one-time shift orientation once they begin

Logistics:

- 30-45 minutes total
- Onsite in the space they'll be volunteering in OR virtual
- Can offer as needed or at a set time each month
- Virtual or in person

Pre-Orientation Email Communication:

- Welcome to your volunteer role
- Orientation date, time and location (with an online link if virtual or parking information if in person)
- What to expect: What will be covered in the orientation
- Who to contact with questions or if something comes up

- Send the volunteer handbook virtually so they have access
- Optional: Liability waiver (if not already in the system)

Talking Points:

1. Welcome

- a. Introduce yourself
- b. Thank you for being here
- c. Explanation of how volunteers advance the mission and are partners in the work: the “why” of volunteers

2. Organization Overview

- a. Mission, values, vision, and priorities
- b. Key insights or stats into the work
 - i. Ex: Number of food shelf visits each month
 - ii. Ex: Why are more of our neighbors experiencing hunger?
 - iii. Story that highlights the impact volunteers have

3. Volunteer Role: What the volunteer will be doing

- a. Review the highlights of the volunteer description
- b. Introduce tools and resources available to accomplish the tasks
 - i. Tip: Keep it high level
- c. Let them know who they'll be working with
 - i. Tip: have the staff stop in to say hello or make a warm introduction via email

4. Community Norms and standards

- a. What is the culture we want to create?
 - i. Ex: Leave judgement at the door, be a listener and learner
 - ii. Everyone has their own story and there are many reasons why someone may need to access a food shelf
 - iii. Treat volunteer, staff, and neighbors/clients with respect- we want everyone to feel welcomed and respected

5. Admin

- a. What will their first volunteer shift look like?
- b. How do they sign up or schedule their volunteer shift?
 - i. Walk them through the sign up
- c. Do they need to track their volunteer hours? How?
- d. Confirm start date and time
- e. If they haven't already, have them sign a liability waiver and acknowledgement of your volunteer policies and procedures
 - i. Tip: Make these digital only document for ease!

6. Take Questions

7. Next Steps: Where to start

- a. Always end by re-iterating the next thing you want them to do
 - i. Ex: Sign up for a shift or show up next Tuesday at 9am, etc

8. Optional: Tour

- a. Give them a building tour so they're familiar with your space and can ask more questions



Volunteer Engagement Resource Guide

Minnesota Alliance for Volunteer Advancement (MAVA)

Website: <https://mavanetwork.org/>

Service area: National

Free resources:

- Monthly Greater MN regional alliance meetings: Hour long, quarterly opportunity to network, problem solve, and connect with other non-profit leaders in your region.
 - [Find your Regional Alliance here](#)
- Regional, State and national websites to post your volunteer listings
 - [View the list of websites here](#)

Paid resources:

- Training and Events based on research, best practices, and data.
 - [View upcoming events here.](#)
- Certificate in Volunteer Leadership Series- Volunteer Impact Leadership training (VLT): One every 2-3 [months](#), MAVA hosts 4 days of ½ days of volunteer leadership training, culminating in a certificate.
 - [Find out more here](#)

HandsOn Twin Cities

Website: <https://www.handsontwincities.org/>

Service area: Twin Cities Area & Greater Minnesota

Free Resource:

- Minnesota Hunger Relief Opportunity Initiative- A hub for all Minnesota local hunger relief volunteer opportunities
- Post your volunteer volunteer opportunities for free

Minnesota Hunger Relief Opportunities - Nonprofit Instructions

HandsOn Twin Cities in partnership with Second Harvest Heartland is hosting a special site for hunger relief organizations serving Minnesotans. Follow these instructions to have your volunteer needs posted to the Minnesota Hunger Relief Opportunities page.

1. Login to your nonprofit account on the upper right corner of HandsOn Twin Cities' at www.handsontwincities.org.
2. Click on "My Nonprofit" in the upper right corner to get to your main profile page.
3. Next, click on the tab labeled "Opportunities."
4. Select the opportunity you want to tag OR click the blue button "Add New Opportunity" to create a new need.
5. On the opportunity screen, look for the field titled "Initiative."
6. Click on the drop down to select "Minnesota Hunger Relief Opportunities."
7. To save your selection, make sure to click the blue button "Update Opportunity" or "Create Opportunity" on the bottom of the page.

Any questions please contact Katie Walsh, katie@handsontwincities.org, 612-379-4900 ext. 102.

Additional free resources:

- Connected for Change Days: Pro Bono volunteers help you tackle a question or challenge during a one-day 9am-3pm event. Topics: Marketing, finance, tech, HR
 - [Find upcoming dates here](#)
- Pro Bono scoping workshop and pro bono advising meetings- how to start working with a pro bono volunteer
 - [More information here](#)

Foundation for Essential Needs (FFEN)

Website: <https://ffn.org/>

Service Area: Minnesota

Free Resources:

- FFEN Essentials Leadership Series: Food shelf management & professional development sessions

- [Sign up here](#)
- No-cost consultation
 - [Learn more here](#)

Volunteer Match

Website: <https://www.volunteermatch.org/>

Service Area: National

Free resources:

- Learning Center Webinars: One-time hour long sessions on volunteer engagement topics such as: Recruitment, ethics, building volunteer relationships, storytelling, and delegating.
 - [Find webinars here](#)
- Recruitment specific resources
 - [Slides for best practices for recruiting online](#)
 - [Position description template](#)
 - [Sample volunteer descriptions](#)
- New volunteer manager toolkit: Sample volunteer handbook, interview questions, volunteer position description, program checklist
 - [Access the volunteer toolkit here](#)