

2024

# Volunteer Desk Manual



**IMPACT**

COMMUNITY ACTION PARTNERSHIP

Working together to change lives.

[www.impactcap.org](http://www.impactcap.org)

[volunteers@impactcap.org](mailto:volunteers@impactcap.org)

515-777-5532

---

# **IMPACT Food Pantry & Resource Center: Front Desk Volunteer Job Description**

IMPACT Front Desk Volunteers are vital to ensuring that families in need of our services are greeted in a friendly manner and served in a timely manner. Volunteers do this by greeting families as they walk through the door and inputting them into our online check-in system or office schedule. This check-in system helps us track how long families wait and how long they are in-service. This tracking is very important for us to gain insights into office traffic flow and to identify where our staff needs more support. Volunteers interested in this position must be comfortable using a computer. Families will then wait in the designated waiting area to be served by an IMPACT Family Service Specialist or the volunteer will guide them back to the food or personal pantries to show them how to utilize those services.

Additional volunteer duties include answering client questions in person and over the phone, scheduling appointments, assisting families in the food pantry, and ensuring general office and pantry organization and cleanliness.

This manual will describe the processes mentioned above and can be used as a reference guide and reminder from the information you received during your orientation.

If you have any questions, please don't hesitate to ask IMPACT Staff.

## Scheduling Appointments

- ' È( Scheduling Appointments

## Cervis Volunteer System

- ) What Is Cervis?
- ) È\* Creating A Profile
- +È, Signing In
- È%\$ Signing Out

## Food / Personal Pantry

- % Food Pantry Procedures
- %& Personal Pantry Procedures
- % Anytime Shelves
- % Donations

---

# Scheduling appointments

Between the months of October and April, IMPACT facilitates the Low-Income Home Energy Assistance Program (LIHEAP). This program provides a one-time payment to approved households and puts a protection from disconnection onto their heating and/or energy accounts. Each year, we see thousands of families apply for this program and we must maintain a schedule of appointments to ensure that families can sign up for the program in a timely manner and so that IMPACT staff can know approximately how many people to expect per day.

## How to schedule an appointment:

- Step 1: Locate the Google Sheet schedule for rural counties (IMPACT staff will show you where to find this online schedule).
- Step 2: Ensure the tab at the bottom says Boone, Ankeny or Drake.
- Step 3: Identify open appointment slots by finding a white, empty box. Boxes that are black or dark gray are unavailable for appointments. Boxes with names already in them are appointments that have already been scheduled.
- Step 4: Dates are at the top of the page and times run down the side. Assist families with finding an empty box nearest to the day and time they are looking to come in. Once you find a time that works, enter their first name, last name, and phone number into the empty box.
- Step 5: When a family arrives for their appointment, confirm their name in the online schedule by highlighting their name green and check them into NIFCAP to be seen by an IMPACT staff member.

# Scheduling appointments

Example Schedule:

Times

## Boonville Daily Schedule

Week of: **December 2**

12/2 MONDAY 12/3 TUESDAY 12/4 WEDNESDAY 12/5 THURSDAY 12/6 FRIDAY

Dates

Times	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:30 AM	[No appointments available]				
9:00 AM	Shirley Rose 275-4051	Sara Ietsch 515-326-2076 L	Matthew Wirth 298-4351 L	Ernada Rakovic 515-7215656 liheap	
9:30 AM	Heidi Taylor 298-4866 Liheap	April Doggett 515-230-9831 Liheap	Janice Eich 515-4945455	Stephanie Cryder 4023690739	
10:00 AM	Micheal Curry 515-770-5397 L	Sandra Kapek 515-338-0883 LIHEAP	Amanda Wignall 5153051939 liheap	Shirley Pearson 515-298-1138 L	Julie Dee liheap 5156814555 to finish
10:30 AM	Joyce Baldwin 515-432-4700 LIHEAP	Bernice Lafrentz 515-212-0968	Mary Sturtz 515-451-4534 L	Joyce Baldwin 515-432-4700 Liheap	Angela Davis 515-709-9496 Liheap
11:00 AM	Jennifer Wisecup 515-230-2333 LIHEAP	Lori Spurgeon 515-846-6422 Liheap	Jodi Goben 708-510-4019 liheap	PATRICIA PICKETT 515-351-1877 L	
11:30 AM	Karen Smith 5154028069 Liheap	Sasha Belieu 5157181548 Liheap	Ashley Hilsabeck 515 230 9840 Liheap	Tonia Conine 515 230 8800 Liheap	
12:00 PM	Jorae Dalton 515-298-1075 LIHEAP				
12:30 PM	[No appointments available]				
1:00 PM	515-344-6427 L	515379/444 L	230 8749 Liheap	Mistie Casiano Liheap	515 729 3514
1:30 PM	Deanna Glauner 5154149450 liheap	Kelsie Thomas 515 829 0678 Liheap	Angela Davis 515-709-9496 Liheap	David Babcock 515 795 6348	Terrance Dladt 515-230-7355 L
2:00 PM	Stephaine Ruiz 515-686-7373 liheap	Amanda Beattie 7125636068 liheap	Jodi Zander 5156642324 liheap	Joerae Dalton 515-298-1075	
2:30 PM	Melissa Grabau 515-298-2996 Liheap	Dylan Casali 515-298-4503 L	Patricia Umscheid 515 505 3603 Liheap	515-298-1075	
3:00 PM		Tina Meldrem 515-298-3859	Melinda Doughty 515-230-1883 L	Chloe Chambers 7347724184 Liheap	Ellen Fogle 515 230 6568 Liheap
3:30 PM	Ashley Willueit 515-709-9606 L	Genny Westberg 5152305295 liheap	Amanda Foss 515 230 46 liheap	Elizabeth Stevens 515-298-4813 liheap	
4:00 PM	[No appointments available]				

Open appointment slot

Occupied appointment slot

No appointments available

Arrived for appointment



---

# Cervis

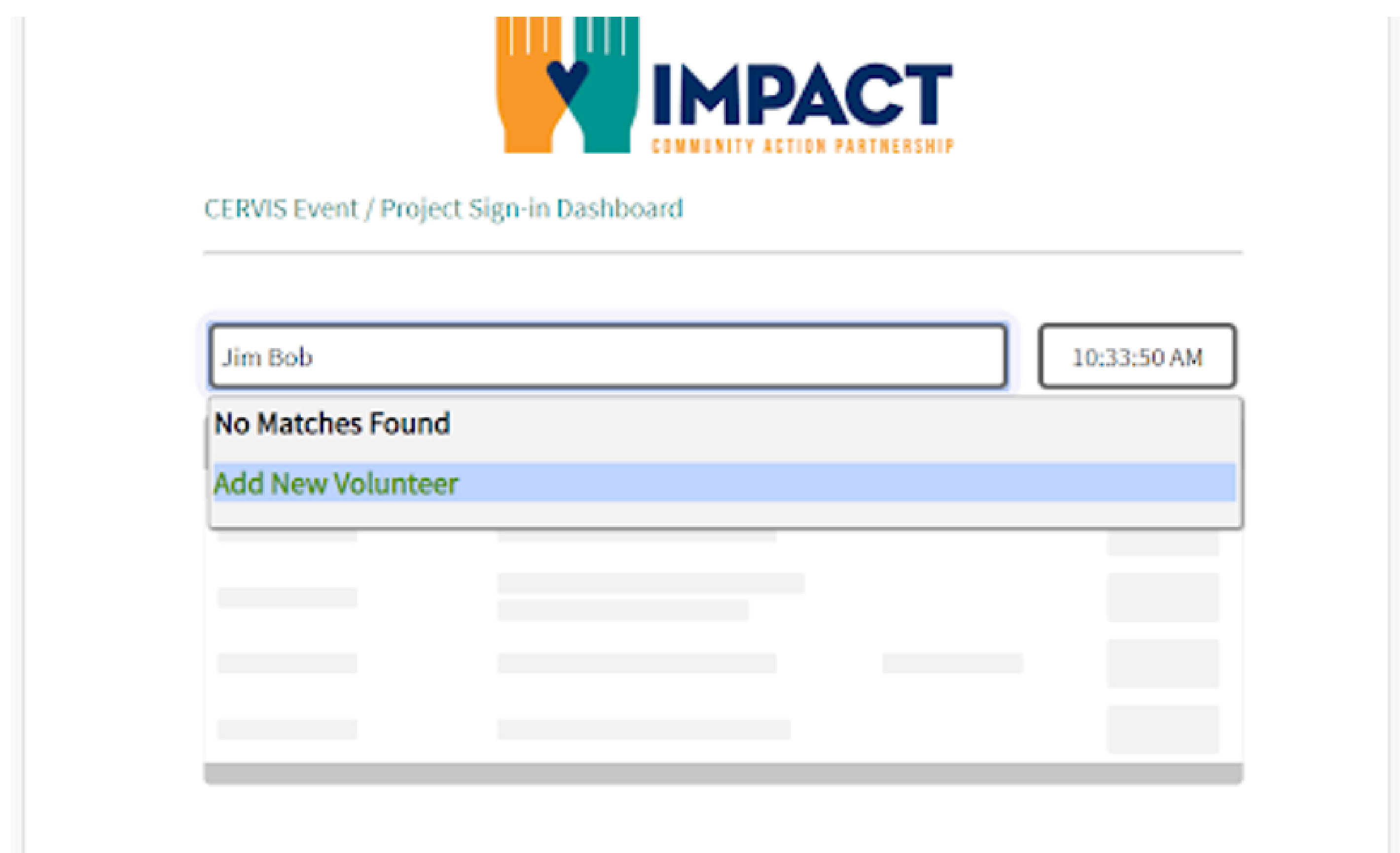
## What is Cervis?

Cervis is a volunteer management system that helps us track how many volunteers we have, how often they volunteer with us, and for how long. It's essential for us to track this information, not only to give our volunteers credit for their hours, but to report this support back to our funders.

Therefore, it's essential to create a profile within the system and to sign in and out for every shift that you volunteer.

## Creating A Profile

- Step 1: Locate the iPad and begin typing in your name in the glowing blue box at the top of the page. If you have not volunteered with us before, your name will not appear and the search result will say "No Matches Found" and "Add New Volunteer".
- Step 2: Click "Add New Volunteer".



- Step 3: A form will then appear that will ask you to fill out your information. Please ensure you answer every question. If you do not have an email, please input hnelsen@impactcap.org. Once you have filled out the profile, click "Create Volunteer Profile" at the bottom of the page.



# Cervis

- Step 4: A box will then appear asking you to verify the last 4 digits of the phone number you inputted. This ensures that you don't accidentally credit your volunteer hours to someone with a similar name.



- Step 5: A screen will then appear with all of the volunteer opportunities at the Boone location. Please select "Boone County Resource Center Front Desk" by clicking the "Sign In" box.

Step 1: Enter volunteer name or group leader name here 10:53:45 AM

**Step 2: Select an available event / project below (Hannah Nelsen)**

Event / Project Date & Time	Event / Project Name	Sign In Time	Action
Dec 5, 2019 8:30 AM	Boone County Resource Center Food Pantry		Closed
Dec 5, 2019 10:30 AM	Boone County Resource Center Food Pantry		Sign In
Dec 5, 2019 12:30 PM	Boone County Resource Center Food Pantry		Sign In
Dec 5, 2019 2:30 PM	Boone County Resource Center Food Pantry		Sign In
Dec 5, 2019 8:30 AM	Boone County Resource Center Front Desk		Sign In
Dec 5, 2019 12:30 PM	Boone County Resource Center Front Desk		Sign In
Dec 5, 2019 8:00 AM	Boone Hyvee Food Rescue		Closed

- Step 6: You'll then be "clocked in" for your volunteering shift.

Step 1: Enter volunteer name or group leader name here 10:56:31 AM

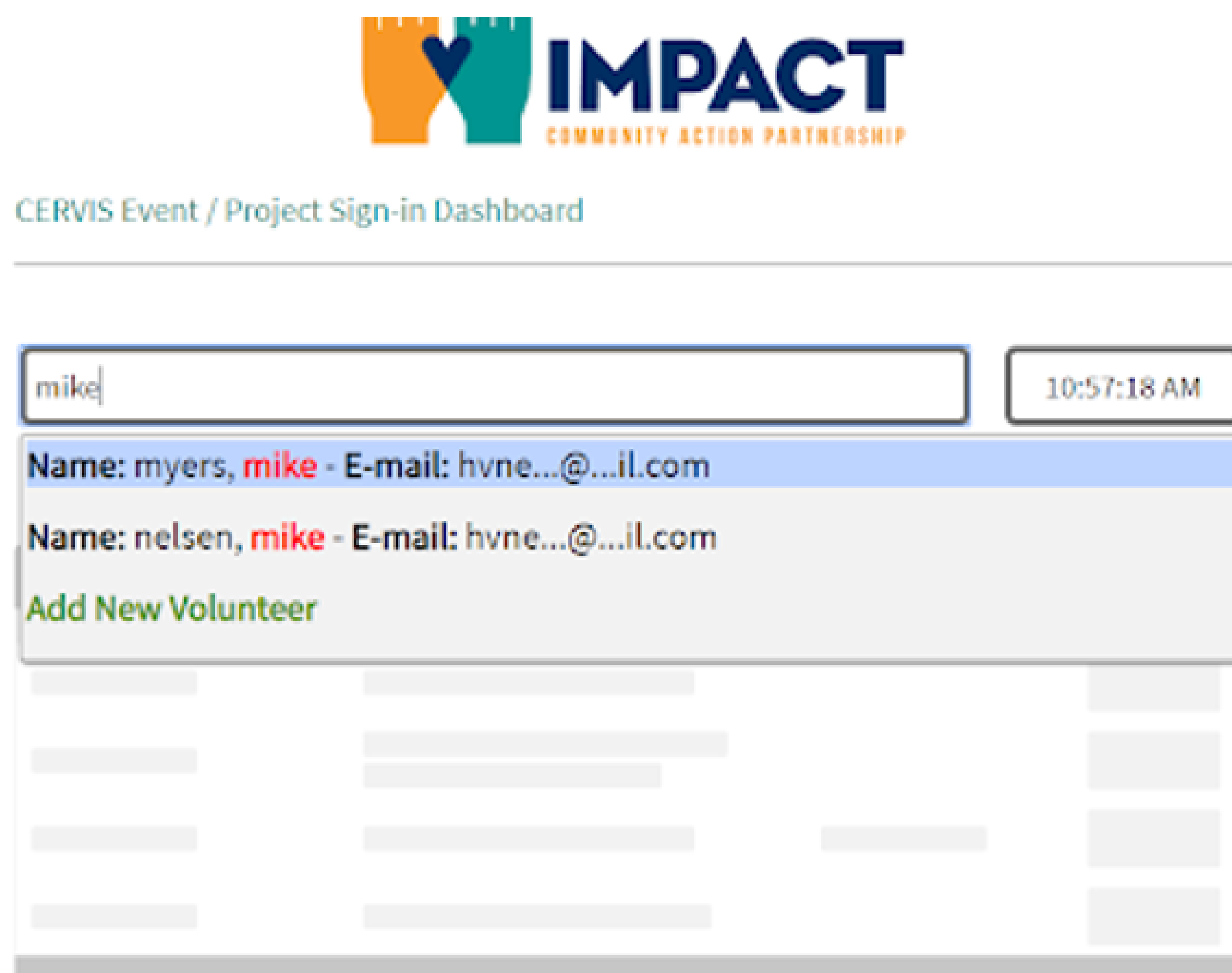
✓ Hannah Nelsen has been successfully signed in to Boone County Resource Center Front Desk.

---

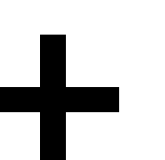
# Cervis

## Signing In

- Step 1: Locate the iPad and begin typing in your name in the glowing blue box at the top of the page. Once your name appears, click your name.



- Step 2: A box will then appear asking you to verify the last 4 digits of the phone number you inputted. This ensures that you don't accidentally credit your volunteer hours to someone with a similar name.





# Cervis

## Signing In

- Step 3: A screen will then appear with all of the volunteer opportunities at the Boone location. Please select "Boone County Resource Center Front Desk" by clicking the "Sign In" box.

Step 1: Enter volunteer name or group leader name here 10:53:45 AM

**Step 2: Select an available event / project below (Hannah Nelsen)**

Event / Project Date & Time	Event / Project Name	Sign In Time	Action
Dec 5, 2019 8:30 AM	Boone County Resource Center Food Pantry		Closed
Dec 5, 2019 10:30 AM	Boone County Resource Center Food Pantry		Sign In
Dec 5, 2019 12:30 PM	Boone County Resource Center Food Pantry		Sign In
Dec 5, 2019 2:30 PM	Boone County Resource Center Food Pantry		Sign In
Dec 5, 2019 8:30 AM	Boone County Resource Center Front Desk		Sign In
Dec 5, 2019 12:30 PM	Boone County Resource Center Front Desk		Sign In
Dec 5, 2019 8:00 AM	Boone Hyvee Food Rescue		Closed

- Step 4: You'll then be "clocked in" for your volunteering shift.

Step 1: Enter volunteer name or group leader name here 10:56:31 AM

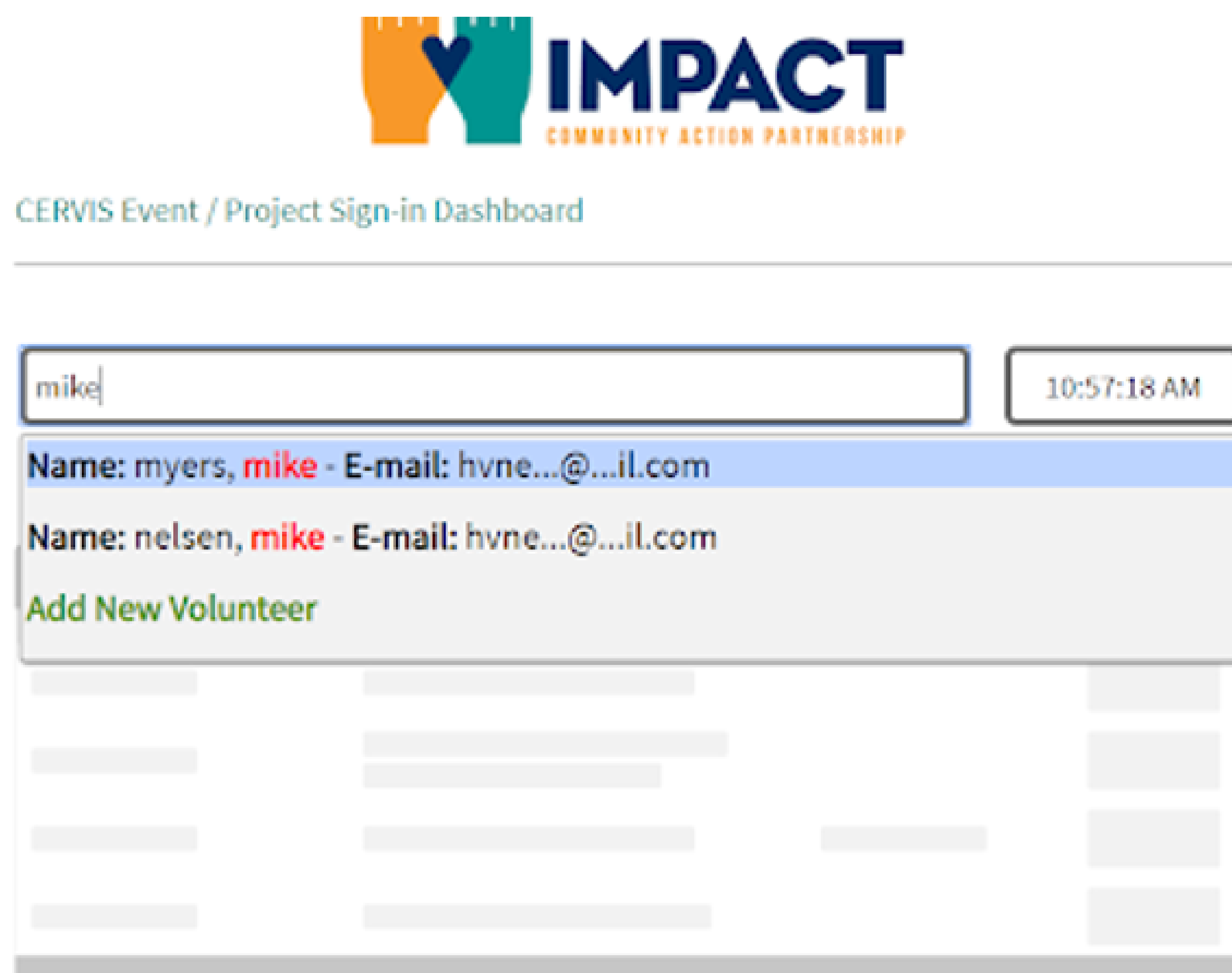
✓ Hannah Nelsen has been successfully signed in to Boone County Resource Center Front Desk.

---

# Cervis

## Signing Out

- Step 1: Locate the iPad and begin typing in your name in the glowing blue box at the top of the page. Once your name appears, click your name.



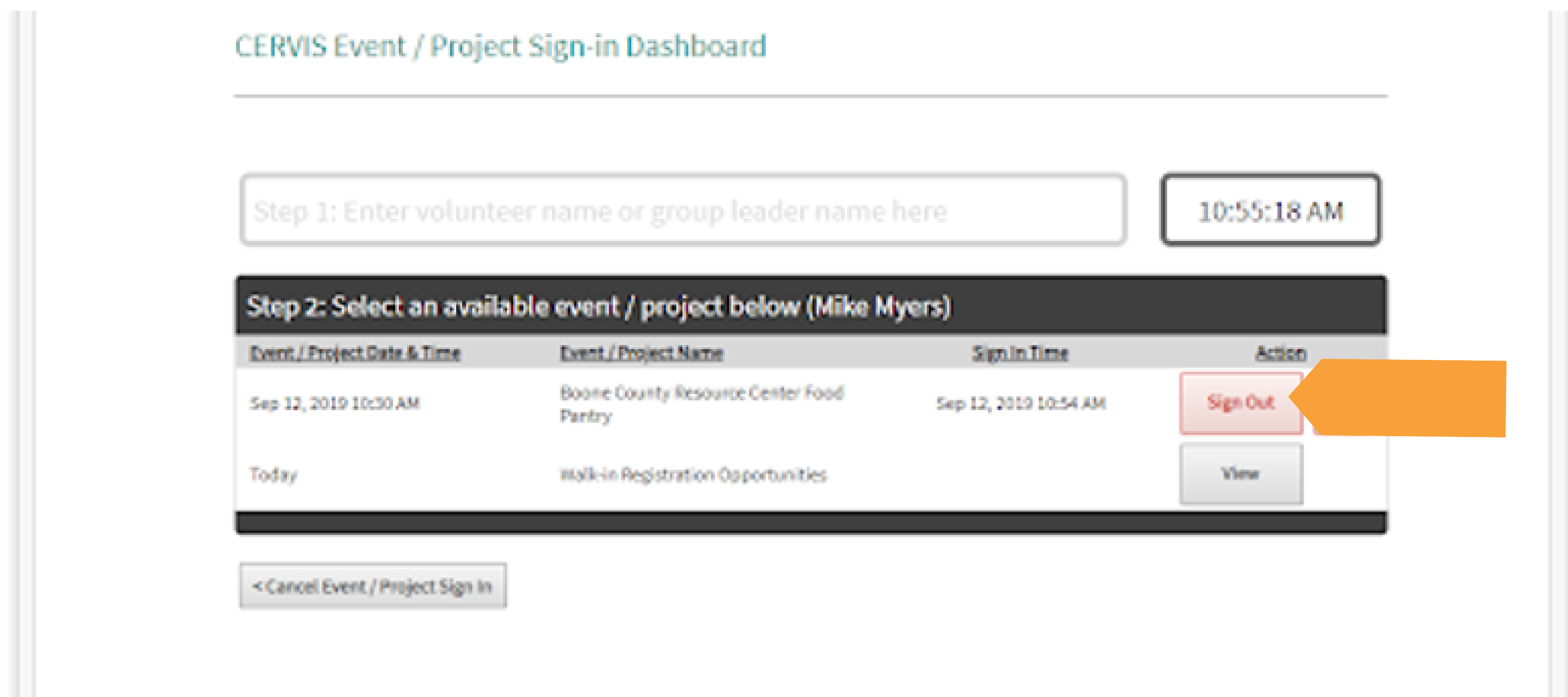
- Step 2: A box will then appear asking you to verify the last 4 digits of the phone number you inputted. This ensures that you don't accidentally credit your volunteer hours to someone with a similar name.



# Cervis

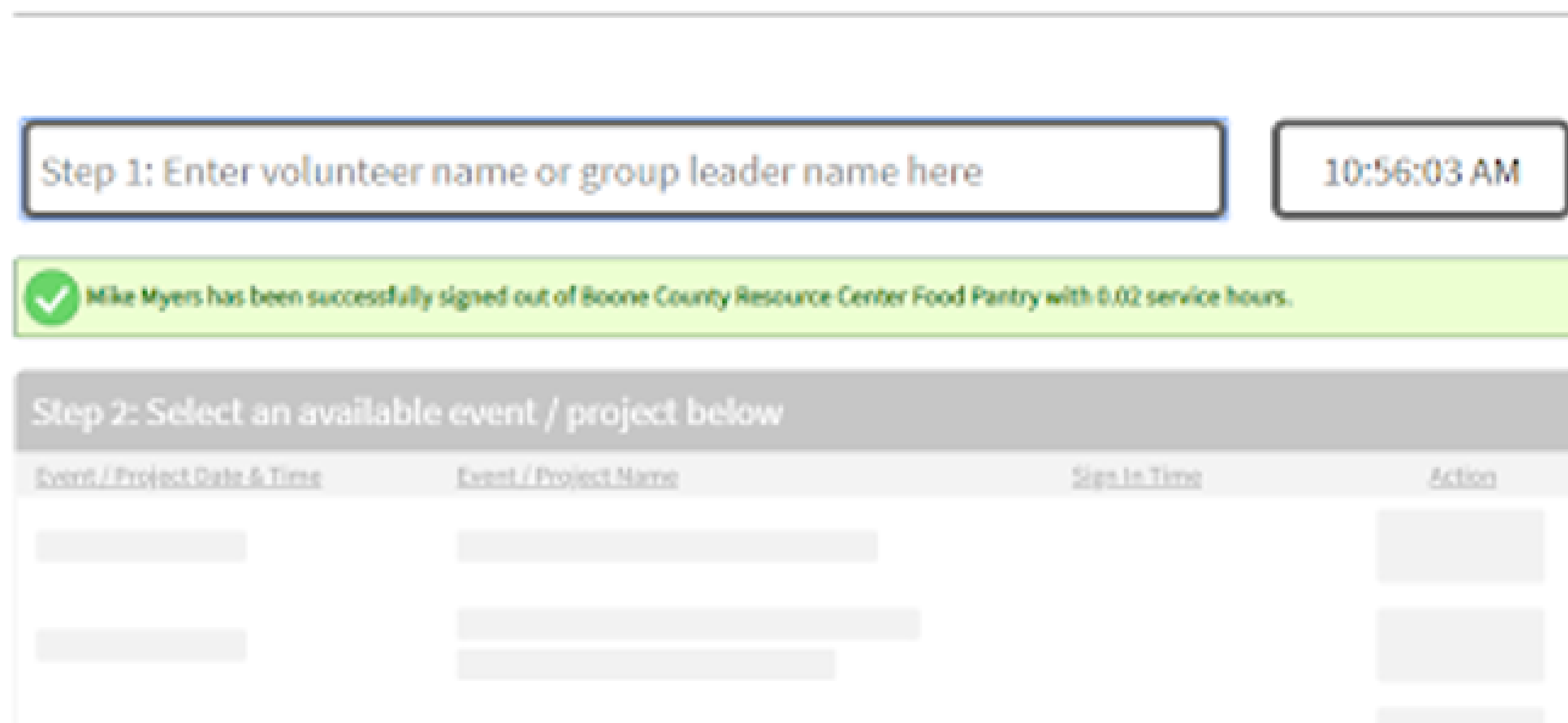
## Signing Out

- Step 3: A screen will then appear with the option to sign out. Click "Sign Out".



- Step 4: You'll then be "clocked out" of your volunteering shift and will be notified of the amount of time you served that shift.

### CERVIS Event / Project Sign-in Dashboard



---

# Food / Personal Pantry Guidance

## Food Pantry Procedures

When a family arrives to utilize the our food pantry, there are several steps to be taken:

- When a family arrives, ask them for their driver's license to confirm their appointment time or get their name to enter them in the office schedule.
- If the family is new to IMPACT, have them complete the TEFAP form, prior to going through the in-take with staff. But do not mark services or have the family sign the TEFAP form.
- Have the family sit in the lobby, until a specialist can meet with them.
- The staff member will lead the family back to the food pantry to find the shopping list with the correct number of household members.
- The family will then guide themselves through the pantry and notify our food pantry volunteers when they are ready to "check out".
- If you are also serving in the food pantry, you will then assist them in bagging their items, ensuring that the correct number of items per category were taken.
- Always assist the family with getting their bags to their vehicle.

---

# Food / Personal Pantry Guidance

## Personal Pantry Procedures

When a family arrives to utilize the our personal pantry, there are several steps to be taken:

- When a family arrives, ask them for their driver's license to confirm their appointment time or get their name to enter them in the office schedule.
- The IMPACT specialist will lead the family back to the personal pantry to pick the correct amount of items per person in the household (list is posted on the pantry).

---

# Food and Personal Pantry Guidance

## Anytime Shelf Procedures

The shelves located in the waiting area are stocked with a variety of items on a daily basis. This area is called the "Anytime Shelf". This means that families can come in and choose items off this shelf as often as they would like without meeting with staff or needing to mark services.

## Donations

IMPACT often receives donations from the community, whether it is from the public or grocery stores who allow us to rescue food they were planning to throw out. When donations come in, staff and volunteers must weigh and/or count the items and record them into the In-Kind Log located at the front desk by filling out:

- First and last name of donor or organization name
- Date of donation
- Types of items donated:
  - Produce (whole fruits or vegetables)
  - Bakery (bread: pizza dough, bagels, pita, flatbread or sweets: pastries, desserts)  
Dairy (yogurt, milk, butter, cheese)
  - Refrigerated (eggs, cut or processed produce, pre-made sandwiches, prepared entree, cold beverages)
  - Meat (beef, poultry, pork, seafood, wild game, frozen meat products)
  - Frozen (prepared entrees, pizza, ice cream, breakfast foods, vegetables, fruit, any non-meat frozen items)
  - Dry or shelf-stable food (canned fruit or vegetables, pasta, soup, cereal, sauce, canned or dried beans, baby food/formula, any other non-perishable food items)
  - Non-food (personal hygiene items, cleaning supplies, paper products, pet food, any other non-food items)