

## TOWN OF GUADALUPE, ARIZONA



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### Community Action Program Volunteer

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**DEPARTMENT:** Community Action Program (CAP)

**FLSA DESIGNATION:** N/A

**CLASSIFICATION:**

Hours/week available

Monday 9am-11, Tuesday 6am-10  
(mandatory), Wednesday 8-12,  
Thursday hours possible

**WAGE:** N/A (School/College credit available)

**REPORTS TO:** Community Action Program Director, Program Specialists-Food & Housing

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#### WE ARE SEEKING

Our focus is providing exceptional customer service and bringing value to those in need with food, utilities, and shelter services, which makes this position a great opportunity for professional growth and gaining direct, hands-on community service experience. CAP is looking for someone highly energetic to join our team and serve as our program volunteer to support our mission of improving quality of life for Guadalupe residents.

#### ABOUT YOU

If you have a passion for helping others, this volunteer role is for you. The human service CAP volunteer is innovative, takes initiative, and works to exceed customer needs. In this role, you will actively participate as a member of a team to achieve CAP goals and produce quality of life outcomes. Volunteers should be able to commit for 3-6 months at minimum, proactively plan and manage time, ensuring that duties and responsibilities are completed efficiently.

#### POSITION DESCRIPTION

This is a volunteer level position which works up to 20 hours weekly (school credit is available for Tempe/Phoenix High Schools, other colleges, or ASU students). This role is responsible for aiding the staff of CAP with food box creation, inventory, and food distribution, product inventory and stocking. This position performs food pantry work for the program and public. Like all positions in CAP, this job requires interaction with members of poverty groups and the public. Assignments are routine, described in detail, received, and reviewed by the director.

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#### ESSENTIAL FUNCTIONS AND DUTIES

Under the direction of the CAP staff:

- Design food boxes, sort/bag/inspect food, store food in freezers and/or refrigerators;
- Assist by stocking cleaning and hygiene supplies for community members, providing weekly inventory as needed;
- Assist vulnerable clients to pack up food in bags/wagons for CAP staff;

- Meeting food bank delivery for Tuesdays at 6am, assist with food box distribution to families, and labeling (date and product) of food on freezers and refrigerators as well as shelves for community hygiene and cleaning supplies
- Stage food boxes for CAP, ensuring core items are in the box;
- Assist with senior food box distribution and reminder/status phone calls to elders
- Cleaning of warehouse facility, collecting/making boxes, setting up food stations
- Assist in setting up Tuesday distribution event starting at 6am and breaking down the operation at 9am.
- Assist with creating specific food/supplies for unsheltered persons, ensuring supplies of water and hydration.
- Maintain constructive relations with CAP staff/other volunteers and make suggestions for improving food related services and operations of the department.
- Other duties that may be assigned.

## QUALIFICATIONS

**CERTIFICATION REQUIRED:** Any combination of experience and education which provides the knowledge, skills and abilities required to perform the work is acceptable and valued. An **Arizona food handler card** is encouraged as well as learning operation of the pallet jack. Applicants will also need to complete the following: 1) Arizona Department of Economic Security (DES)-Division of Aging and Adult Services, Coordinated Hunger Relief Program **Volunteer Confidentiality form**, 2) Screening form for the **DES Central Registry for Child Abuse**; 3) Apply and receive an **Arizona Department of Public Safety Fingerprint card** as part of the onboarding process.

### KNOWLEDGE WE SEEK:

- Knowledge of the principles, practices, and methods of nutrition/grocery store food inspection, distribution, warehouse organization/product dissemination, use of equipment (pallet jack), human services/public health, customer service;
- Information and awareness of United States Department of Agriculture (USDA) food, rescued food, and local government systems and programs;
- Record keeping, compliance, inventory, and labeling for equipment;

**EXPERIENCE WE ARE LOOKING FOR:** One year of experience working with food in grocery store/restaurants environments, plus some college course work in sociology, human services, or public health preferable. Related experience (Volunteering), may be substituted for education. Municipal experience valuable as well as work with nutrition, food security/hunger, supplies, hygiene products, and logistics.

### SKILLS / ABILITIES:

- Ability to read, write, and speak Spanish and English fluently, translating as needed preferred. Bilingual in Yaqui preferred.
- Ability to work early mornings on Tuesday (6am-9am) in a dynamic, fast-paced environment with competing priorities and time demands.
- Ability to establish and maintain effective working relationships with staff, other volunteers, and a variety of clients from poverty groups such as elderly,

people addicted to substances, and those without housing and physically/mentally challenged.

- Ability to use computers and basic office equipment such as copier and personal cell phone

## **PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION**

**REPETITIVE MOVEMENT:** This position will require lifting of heavy boxes containing food and supplies of up to *50+ pounds*, movement of tables and chairs in preparation for activities and events, and the ability to set up and take down equipment (tents, outdoor coolers) for events and activities. Also, repetitive movements standard in office-related activities such as note-taking and talking in person and via telephone.

**COMMUNICATION:** Ability to effectively communicate politely via English and Spanish in emails, other written documents, and verbally. Yaqui language skills preferred and appreciated.

**HEARING:** Able to understand simple and advanced conversations, give and receive direction, and understand the spoken word at normal levels of hearing.

**VISUAL ABILITIES:** Average, ordinary visual acuity to inspect food quality, assess food boxes for complete products, and operate machinery.

**PHYSICAL STRENGTH:** Active work. Ability to lift 25-50+ lbs. frequently, requiring physical abilities to lift boxes, move furniture and set-up and disassemble equipment before and after events and activities.

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## **WORKING CONDITIONS**

- No hazardous or significantly unpleasant conditions exist.
- Some extreme heat and work outside in early morning cold/darkness

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## **MENTAL ACTIVITIES AND DESIRED SKILLS OF THIS POSITION**

**REASONING:** Ability to apply common sense to carry out duties. Ability to reason with a diversity of cultures and individuals with divergent and often strong and vocal viewpoints. Appropriate sensitivity and respect for clientele.

**LOGIC:** Ability to perform basic math, weight and understand daily operations, logistics, project planning, and basic human service terminology.

**LANGUAGE:** Ability to use an active English & Spanish vocabulary effectively verbally and in writing. Yaqui language skills also preferred.

**EMOTIONAL INTELLIGENCE:** Ability to work with respect towards authority with a high level of cooperation and dedication to the role and community to be served. Positive attitude, "can do" approach, and optimistic thinking sought and highly desired.

**CULTURAL AWARENESS:** Sensitivity for ethnic and cultural diversity as well as differences in gender, culture, and beliefs. Experience working with tribes beneficial.

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**PERFORMANCE MEASURES**

- Number of volunteer hours worked, families served for food distribution, number of pounds of food delivered, project score for compliance via Food Bank inspections, customer service feedback (contribution to these metrics above and below)
  - Number of hygiene and cleaning bags provided to the public upon request
  - Number of food boxes created during the week/disseminated on Tuesdays
  - Cost of food purchased by town and totals for inventory
  - Number of homeless picking up food and/or snack bags and supplies
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**TO APPLY:**

Include a resume, cover letter (on your motivation to apply and what you plan to contribute) and submit to Dr. Annette Padilla [apadilla@guadalupeaz.org](mailto:apadilla@guadalupeaz.org) cc. Livvy Ramirez, program specialist at [lr Ramirez@guadalupeaz.org](mailto:lr Ramirez@guadalupeaz.org)  
Title email: **Guadalupe CAP Volunteer Opportunity.**

**ADVERTISEMENT LANGUAGE:** COMMUNITY ACTION PROGRAM VOLUNTEER-  
The Town of Guadalupe, Arizona is looking for a Community Action Program (CAP) Volunteer to provide support services as part of the CAP Team. The position hours vary starting at 6am Tuesday until 9am and possibly during the week (monthly Senior Boxes 3<sup>rd</sup> Thursday from 7-9am). Open until filled and positions available. Thank you. See more about CAP at [www.guadalupeaz.org](http://www.guadalupeaz.org)

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*CAP Staff only writes below---*

As a volunteer, I understand the duties and responsibilities above to execute for this role:

_____	____/____/22
Name of Volunteer (Last, First)	Date

_____, _____, _____	____/____/22
Name & Title of CAP Staff (Last, First)	Title
	Date

Comments: \_\_\_\_\_

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9/22/22