



Senior Food Box Administration Volunteer

The Blue Ridge Area Food Bank is seeking a detail-oriented and compassionate volunteer to help support seniors who receive monthly nutrition boxes through the federal Commodity Supplemental Food Program (also known as **Senior Food Boxes**).

Senior Food Box Admin volunteers serve as an important connection point between the Food Bank and the community. Through phone outreach, volunteers conduct check-ins to ensure guest information is up to date and that they are receiving their monthly nutrition box.

This role helps strengthen communication and access to food by proactively reaching out to clients and documenting their needs accurately.

The Blue Ridge Area Food Bank is an Equal Opportunity Employer and **strongly encourages people with lived experiences of hunger** and members of traditionally underrepresented communities to apply, including people of color, LGBTQ identified people, gender-nonconforming people, individuals with disabilities, veterans, and people who speak a language in addition to English.

As a **Senior Food Box Admin Volunteer**, you will help by:

- Calling guests to conduct program check-ins
- Documenting call outcomes, including:
 - Whether the client was reached
 - Messages left
 - Updated guest contact information
 - Updated delivery person's (or proxy's) contact information
 - Confirmation or not of whether the guest is receiving monthly food boxes.
- Informing clients of alternative food resources when needed using our [food finder tool](#).
- Tracking and submitting call records by assigned deadlines
- Self-reporting volunteered hours independently through VolunteerHub.

Desired Skills and Talents:

- Strong attention to detail and accuracy
- Clear, friendly phone communication skills

- Comfort documenting information in Excel
- Ability to work independently while following established guidance
- Reliability and consistency
- Comfort discussing food access and community resources

Location and Schedule:

- Fully remote — work completed from home. You may work from one of our four warehouses, if desired.
- Approximately 8 hours at your convenience.
- Volunteers will be given a deadline to complete assigned calls based on the quantity of guests and number of volunteers recruited.
- Time commitment includes phone outreach, documentation, and submission of records.

Technology and Equipment Requirements:

- Computer with reliable internet access
- Microsoft Office Suite or Google Suite
- Basic understanding of Excel
- Google Voice

Training:

- Orientation to admin procedures provided by Food Bank staff.
- Training materials, scripted questions, and documentation guidance provided in advance.
- Ongoing support available as questions arise.

Time/Age Restrictions:

- Must be at least 21 years of age.
- Volunteers should be able to commit to an initial round of outreach, with the option to continue with further rounds until the project is completed.

This role is managed by:**Jessica Shover**

Food Sourcing & Government Programs Manager

Blue Ridge Area Food Bank

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