



New Scotland Community Food Pantry

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2025-2026 New Scotland Community Food Pantry Volunteer Positions Needed (revised August 2026)

Background

The Pantry provides an array of ongoing essential services to those in need within our community. The bulk of the work in supporting this commitment is provided by a dedicated group of volunteer seniors who are, in truth, aging out. While we are aging out, the needs of our community are ongoing and must be supported in continuity. Presented below is a list of immediate needs for volunteers. However, we need individuals who wish to commit to support the critical roles in the pantry and invest the time to learn and participate in that goal. Those interested in supporting continuity of our services on a full time basis are welcome to inquire separately about the opportunities.

1. Volunteer Coordinator

- a. Brief description: The Pantry receives offers for volunteering from multiple sources. The volunteer coordinator will become familiar with all the critical positions in the food pantry; receive requests from prospective volunteers; educate them as to the Pantry's mission and the various volunteer positions available; ascertain the person's interest and skills regarding the positions available and then hand the individual off to the appropriate pantry coordinator to support that support role. The volunteer coordinator will also keep a log of contact information for prospective volunteers and whether they are assigned or put on a waiting list. The volunteer coordinator will also assist the Pantry Board in outreach to recruit prospective volunteers to fill urgently needed positions. The incumbent will work with the Pantry Board as a voting member to define further specifics. The Board will provide training and assistance as needed. **NOTE: Volunteer must be 21 years of age or older, have good communication skill and the desire to come up to speed on the details related to the various critical roles that support the Pantry.**
- b. Approximate Number of Hours per month: After training and familiarization with the pantry roles, we estimate 2-3 ours per month on average, depending on the number of volunteer requests the Pantry receives.

2. Backup and Fulltime Caregivers (1-2 volunteers needed at this time)

- a. Brief description: This is a perhaps the most rewarding role in the Pantry. Every client household that uses the Pantry's services is assigned a caregiver. The caregiver is responsible for directly interacting with their clients in assuring their needs are met, while at the same time, assuring their privacy and confidentiality. Backups are also needed to fill in for fulltime caregivers who may, from time to time, be unavailable.

Caregiver responsibilities include meeting with clients at the Pantry store monthly to allow them to 'shop' (at no cost) for food in private; acting as liaison between private meal-donors and their client(s) during our Thanksgiving, December meal, Children's Gift and Spring meal programs; and advocating for any emergency assistance as needed by the client household. Specific training and confidentiality agreements are required for these positions. Caregivers can choose from 1-3 households to support, depending on the caregiver's availability. Caregivers also have input into the type of household they would like to support (e.g., single parent, elderly couple etc.) Training and mentoring will be provided. **NOTE: Volunteers must be 21 years of age or older, be proficient in e-mail, have good interpersonal communication skills and must take initial and recurring annual training courses in civil rights, privacy, and security.**

- b. Approximate Number of Hours per month: 1-2 hours per client household. Activity also varies by time of year. More effort is required during the holiday programs in November-December and March-April. Additional July-August client support is required if the household has school aged children.

3. Client Intake Volunteer (1 volunteer needed)

Brief description: The volunteer will work within a team of three volunteers who are on call to provide coverage for client intake and emergency food service. The Pantry hotline is monitored daily for calls from persons who wish to become ongoing clients of the Pantry or persons in need of emergency food assistance. The hotline monitoring team notifies the Client intake team, whose members take shifts in responding to these calls. The Intake volunteer contacts the person in need and arranges to meet in private with the individual at the pantry store. The Intake Volunteer explains the pantry's

services to the person and assists the individual with shopping for a 10 day supply of food. If the person resides within the Pantry's service area, the Intake Volunteer completes a client intake process to allow the individual to become a client, allowing their household to take advantage of the Pantry's ongoing services. The Client is then assigned to a caregiver volunteer (see above) who takes over the ongoing responsibility for assisting the Client with access to the Pantry's services. **NOTE: Volunteers must be 21 years of age or older, be proficient in e-mail, have good interpersonal communication skills and must take initial and recurring annual training courses in civil rights, privacy, and security.**

- a. Approximate Number of Hours per month: 3-5 hours per month.

4. Stocker Volunteers (**no volunteers needed at this time**)

- a. Brief description: The pantry is similar to a very small store. We have a stockroom and a front store. Like any other store, stock needs to be rotated from the stockroom to the store front. Items also need to be inspected for being out of date or dented or otherwise undesirable for our clients. Stockers that are dedicated full time, come into the pantry on one (1) day of the week between 8:00 AM and 10:00 AM. The exception is Sunday when there are no stocking activities. Stockers rotate and inspect stock, as well as provide information to the pantry operations group as to what items are low. Backup stockers are needed to fill in for dedicated stockers when they are not available. Training and mentoring will be provided.
- b. Approximate Number of Hours per month: Full time dedicated stocker is 2 hours per week. Backup stocker is 2 hours per week as needed.

5. Shoppers (**1 needed**)

- a. Brief description: The Pantry frequently runs out of items or has difficulty acquiring items required for special dietary needs of its clients. We need shopper volunteers to assist with maintaining our diversity of food choices and necessities, and also to continue meeting special dietary needs. The volunteer will be given a renewable 'gift card' and a shopping list once a month. The volunteer will find the best deal, purchase the items and quantities needed, and return the items and receipt to the pantry operations staff at a time that works for both. Ideal for persons who like to shop. **NOTE: Volunteers must be 21 years of age or older and agree to usage terms of the 'Gift Card' and position. Written procedures will be provided.**
- b. Approximate Number of Hours per month: 1-2 hours per month.

6. Seasonal and ad hoc Pantry program support

The Pantry has need for ad hoc, short term, support of various programs and events. The support needs will be sent out to this e-mailing list in advance of the event to solicit assistance. Here is a list of programs and timeframes where that assistance would be needed.

- a. Seasonal programs: Assistance with coordination and support of Seasonal programs. The pantry has multiple seasonal, but short lived, programs and we need volunteers to assist in supporting them on an hoc basis. These include the Spring Meal Donor Program (March through April); School Supply Program (June through August); Thanksgiving Meal Program (October through November); December Donor Program (October through December); Children's Gift Program (October through December).
- b. Food drives: Assistance with Intake, inspection, sorting food drive items. Scout Food Drive (Fall time frame); other drives as needed.

7. Client Coordinator Support (**This can be combined with Caregiver Coordinator position duties**)

- a. Brief description: THIS A SUPPORT POSITION ONLY; NOT A FULLTIME POSITION. The pantry has a client intake process, where, after intake, the client is assigned a caregiver. At a high level, clients call our hotline and hotline volunteers refer the information to client intake coordinators who record client household information and provide the client's first food service at the Pantry. The intake information is entered into a database by the Client Coordinator and then the client information is referred to the Caregiver Coordinator to assign a caregiver to the client who, in turn, acts as a liaison and intermediary to the Pantry services to ensure the client's privacy.

The current Client Coordinator requires ongoing administrative assistance and backup with assigning anonymized IDs to new clients; working with the intake process to validate and enter client information into a database; working with the Caregiver Coordinator in keeping client information and client-to-caregiver assignment information up to date; and, working with client and caregiver coordinator(s) to assist with pantry holiday programs. The Board will provide training and assistance as needed. **NOTE: Volunteers must be 21 years of age or older, be proficient in e-mail, have good communication and coordination skills, have good spread sheet skills, and will need to take privacy and security training.**

- b. Approximate Number of Hours per month: about 1-2 hours per month, depending on the client intake rate. Assistance with holiday programs in the November through December timeframe may require additional time per month.

8. Caregiver Coordinator Support (**This can be combined with Client Coordinator position duties**)

- a. Brief description: THIS A SUPPORT POSITION ONLY; NOT A FULLTIME POSITION. Every client of the pantry is assigned a caregiver. Volunteers serving in this role are assigned client households and are responsible for directly interacting with their clients to ensure their needs are met while, at the same time, ensuring privacy and confidentiality.

The Caregiver Coordinator has a wide range of responsibilities and is in need for assistance in supporting them. The Coordinator's responsibilities include: including: initial intake and training of caregivers; ongoing mandated annual training; maintaining caregiver contact information up to date; assignment of caregivers to clients and tracking their assignment links as caregiver and client status change; following up with caregivers on any client issues, concerns or extended needs; monitoring and reporting on client service and inventory usage of pantry food and program services; follow up with caregivers regarding electronic surveys caregivers use to report data related to their clients' holiday programs needs; coordinating with Holiday program coordinators in providing caregiver reported data required to support the pantry's individual holiday Programs.

The current Caregiver Coordinator requires several volunteers to provide ongoing support and backup for these activities.

NOTE: Volunteers must be 21 years of age or older; be proficient in e-mail; have good communications have skills; have experience in spread sheets and mail merging; and will need to take civil rights, privacy, and security training.

- b. Approximate Number of Hours per month: 2-4 hours per month depending on the number of support volunteers. Assistance with holiday programs in the November-December and March-April timeframes may require up to 10 hours per month.

9. Web Posting and Maintenance Support

- a. Brief description: The Pantry has a website that requires ongoing content support. (<https://newscotlandcommunityfoodpantry.org>). Various parts of the web site need to be kept up to date. Coordination of changes/improvements in static content on the site also need support. The volunteer will work with the food pantry secretary to post new information to the news and calendar sections on a monthly basis, work with the hotline volunteers to triage incoming information from the web site 'contact us' app to forward the output to the appropriate Pantry coordinator. The volunteer will also work with the pantry board to suggest changes in 'static' content to improve the effectiveness of the Pantry website. **NOTE: Volunteer(s) must be comfortable in using a simple word processing-type web content editor (WordPress) ; have good communications and writing skills.**
- b. Approximate Number of Hours per month: 1 hours per month on a monthly basis. Time spent on improvement of website static content changes is up to the volunteer.

10. Web site management and Maintenance Support

- a. Brief description: The Pantry has a website that requires ongoing maintenance and management support. (<https://newscotlandcommunityfoodpantry.org>). Responsibilities include: Responsibilities include: implementing a regular schedule of updates and security patches to the website including PHP, WordPress and framework(envatomarket); maintaining a schedule of backups of the site; providing and implementing technical recommendations regarding improvements to the site software to support pantry needs (e.g., online donations); assisting web posting volunteers with learning how to use WordPress and framework capabilities; Documenting all management and maintenance procedures.
- b. Approximate Number of Hours per month: as much as the volunteer(s) wishes to devote.

11. IT Development and Support

- a. Brief description: The Pantry has a need for support and develop of a broad range of secure databases, data entry interfaces and reports related to client information ,caregiver information and linkage to assigned clients; pantry access usage; and pantry inventory usage. The pantry also has the need for ongoing maintenance of a series of on-line data reporting surveys (currently in survey monkey) that allows caregivers to report information that supports our holiday programs. **NOTE: Volunteer(s) should be proficient in SQL, MS Access, creation of reports and data entry apps; database and security and privacy.**
- b. Approximate Number of Hours per month: as much as the volunteer(s) wishes to devote.

12. Assistance with Revision and Update of Administrative Documentation

- a. Brief description: The pantry Board is in need of assistance in updating its administrative documentation, including charter, policies, procedures as well as core coordinator duties and responsibilities. The volunteer will work with the Pantry Board to: review current documentation; assess new requirements; record the Boards decisions/policies and be responsible for revising and updating the documentation as required. **NOTE: Volunteer must be 21 years of age or older, be proficient in e-mail, have good interpersonal communication and writing skills. Experience in project management and with best practices in Board Governance are a plus.**

- b. Approximate Number of Hours per month: Up to 3-4 hours a month over a period of 3-4 months.