

Volunteer Guide



Greater Pittsburgh
**community
food bank**

Volunteer Guide

Mission & Vision

Our Mission

To leverage the power of community to achieve lasting solutions to hunger and its root causes

Our Vision

Communities where everyone has access to the food and resources they need to thrive



Volunteer Guide

The Market

Roles and Responsibilities

What Is The Market?

The Market, in partnership with Giant Eagle, offers a grocery store-style experience for neighbors in need, providing shelf-stable, meat, dairy, fresh produce and non-food grocery items as well as connections to additional resources for help! Volunteers in The Market stock shelves, serve neighbors by being Shopping Buddies, and fill online orders.

Arriving at Your Shift

Enter through the Food Bank's main entrance. Continue to the check-in podium, where a staff member will request your name to mark you as present for the shift. Staff will direct you to the Volunteer Center Breakroom where coffee and snacks are provided. A member of the Volunteer Engagement Team will provide brief safety instructions to all new volunteers and guide you to The Market. You will begin the shift by restocking shelves before our neighbors arrive. Our staff in The Market will provide training and orientation on the Shopping Buddy process. Shopping Buddy volunteers ensure that all neighbors have positive and welcoming experiences in The Market.

Volunteer Shift Opportunities

Volunteer shifts in The Market are open Monday – Friday from 8:15 am – noon and 12:15 pm – 4 pm, and Saturday from 8:15 am – noon. Please review our [Civil Rights Training Materials](#) before you volunteer. You will be asked to confirm that you have reviewed these materials by signing a form when you arrive for your volunteer activity.



For questions, please contact:

Greater Pittsburgh Community Food Bank

pittsburghfoodbank.org | (412) 460-3663 | volunteer@pittsburghfoodbank.org



Volunteer Guide

The Market

Volunteer Requirements

- Must be 18 years or older
- Closed-toe shoes
- Standing for long periods of time
- Lift up to 25 pounds repeatedly

Available Accommodations

- Lockers for personal belongings
- Wellness & nursing rooms
- Sensory/noise reduction resources
- Alternative jobs available

Time Commitment and Scheduling

There is no minimum number of shifts required to volunteer with the Food Bank; we welcome any time you are able to give. We ask that volunteers plan to stay for the full duration of each shift. For group volunteer opportunities, please contact our Volunteer Engagement Team to coordinate.

FAQs

- **How early should I arrive?**
 - Aim to arrive 10 minutes prior to your shift for further instructions.
- **Where do I park?**
 - Park in our main parking lot or along Grant Avenue and proceed to the main entrance.
- **What should I wear to volunteer?**
 - Please wear comfortable clothing as you will be standing and moving around throughout the shift. Volunteers are required to wear closed-toe shoes.
- **Are there breaks?**
 - There are no scheduled breaks, but we encourage you to take breaks as needed.
- **What if I have to cancel?**
 - Please email volunteer@pittsburghfoodbank.org, call 412-745-7600, or use the cancellation link in the emails you receive after registering for a volunteer shift.
- **How do I receive an official letter documenting my volunteer hours?**
 - Ask a staff member for a print or digital copy at the end of your shift, or email volunteer@pittsburghfoodbank.org for a digital copy.

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Volunteer Guide

Volunteer Engagement Center

Roles and Responsibilities

What Is the Volunteer Engagement Center?

Volunteers inspect, sort and repackage thousands of pounds of food each week. Volunteering in the Volunteer Engagement Center is a great opportunity to learn more about the scale of our work in southwestern Pennsylvania. This support is essential in our efforts to distribute food to individuals and families facing food insecurity in our community.

Arriving at Your Shift

Enter through the Food Bank's main entrance. Continue to the check-in podium, where a staff member will request your name to mark you as present for the shift. Staff will direct you to the Volunteer Center Breakroom where coffee and snacks are provided. A member of the Volunteer Engagement Team will provide brief safety instructions to all new volunteers and guide you to the Volunteer Engagement Center. Volunteer Engagement Center staff will explain the project and assign roles for the duration of the shift.

Volunteer Shift Opportunities

Volunteer shifts in the Volunteer Engagement Center are open Monday – Friday from 9 am – noon and 1 pm – 3 pm. Some projects may take place in our Cool Zone which is approximately 55°F, so please bring additional layers of clothing to your Volunteer Engagement Center shifts.



Volunteer Guide

Volunteer Engagement Center

Volunteer Requirements

- Must be 12 years or older
 - Minors must be accompanied by an adult
- Closed-toe shoes
- Standing for long periods of time
- Lift up to 25 pounds repeatedly

Available Accommodations

- Lockers for personal belongings
- Wellness & nursing rooms
- Sensory/noise reduction resources
- Alternative jobs available

Time Commitment and Scheduling

There is no minimum number of shifts required to volunteer with the Food Bank; we welcome any time you are able to give. We ask that volunteers plan to stay for the full duration of each shift. For group volunteer opportunities, please contact our Volunteer Engagement Team to coordinate.



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Volunteer Guide

Volunteer Engagement Center

FAQs

- **How early should I arrive?**
 - Aim to arrive 10 minutes prior to your shift for further instructions.
- **Where do I park?**
 - Park in our main parking lot or along Grant Avenue and proceed to the main entrance.
- **What should I wear to volunteer?**
 - Please wear comfortable clothing as you will be standing and moving around throughout the shift. Volunteers are required to wear closed-toe shoes. Some projects may take place in our Cool Zone which is approximately 55°F, so please bring additional layers of clothing to your Volunteer Engagement Center shifts.
- **Are there breaks?**
 - The morning shift has a scheduled 30-minute break from 10:30 am - 11:00 am. We encourage you to take additional breaks as needed.
- **What if I have to cancel?**
 - Please email volunteer@pittsburghfoodbank.org, call 412-745-7600, or use the cancellation link in the emails you receive after registering for a volunteer shift.
- **How do I receive an official letter documenting my volunteer hours?**
 - Ask a staff member for a print or digital copy at the end of your shift or email volunteer@pittsburghfoodbank.org for a digital copy.



Volunteer Guide

Direct Distributions

Roles and Responsibilities

What Are Direct Distributions?

- **Drive-up:** These distributions will allow community members to drive slowly past a line of grocery items while volunteers assist with loading the trunks of vehicles with loose grocery items, directing traffic or registering vehicles within the distribution line. Drive-up distributions occur outside, rain or shine.
- **Walk-in:** These distributions will encourage community members to walk through a line of grocery items and choose which items will suit them and their families best. Volunteers will help set up and tear down this market style event, register community members to receive food, and distribute the food directly to our guests.

Arriving at Your Shift

Please plan to arrive 10 minutes before the scheduled start time of your shift. When you arrive at the address sent in your confirmation email, please report to a Food Bank staff member to check in. They will provide further instructions for the activity onsite.

Volunteer Shift Opportunities

Distribution volunteer shifts occur on weekday mornings, afternoons and evenings, as well as occasional Saturday mornings. [View our upcoming distribution schedule.](#)



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Volunteer Guide

Direct Distributions

Volunteer Requirements

- Must be 12+ years for walk-in distributions and 15+ for drive-up
 - Minors must be accompanied by an adult
- Closed-toe shoes
- Standing for long periods of time
- Lift up to 25 pounds repeatedly

Available Accommodations

- For volunteers with lifting or standing restrictions, alternative volunteer roles such as parking and neighbor registration are available. Please reach out to volunteer@pittsburghfoodbank.org for more information.

Time Commitment and Scheduling

There is no minimum number of shifts required to volunteer with the Food Bank; we welcome any time you are able to give. We ask that volunteers plan to stay for the full duration of each shift. For group volunteer opportunities, please contact our Volunteer Engagement Team to coordinate.



Volunteer Guide

Direct Distributions

FAQs

- **How early should I arrive?**
 - Aim to arrive 10 minutes prior to your shift for further directions.
- **Where do I park?**
 - Parking varies by distribution location; some distributions have parking lots available while others require street parking.
- **What should I wear to volunteer?**
 - Please wear comfortable clothing as you will be standing and moving around throughout the shift. Some distributions take place outside, rain or shine. Please dress in preparation the forecasted weather. Volunteers are required to wear closed-toe shoes.
- **Are there breaks?**
 - There are no scheduled breaks, but we encourage you to take breaks as needed.
- **What if I have to cancel?**
 - Please email volunteer@pittsburghfoodbank.org, call 412-745-7600, or use the cancellation link in the emails you receive after registering for a volunteer shift.
- **How do I receive an official letter documenting my volunteer hours?**
 - Please email volunteer@pittsburghfoodbank.org or call 412-745-7600 for a digital copy.



Volunteer Guide

Agricultural Programs

Roles and Responsibilities

What are the Agricultural Programs?

- The Food Bank Orchard, a partnership with Chatham University, hosts volunteers periodically during farm season and is located in Gibsonia, Pa. Volunteers help maintain the plot by tending to the fruit trees and shrubs, mulching, and pruning.
- Gleaning is a form of food rescue. Volunteers join Food Bank staff in gathering fresh food from the fields after farmers are done harvesting.
- The Farmers Market Connection Program rescues unsold produce from local farmers markets. Volunteers interact with vendors at the end of farmers markets and collect donations from farmers, which then they deliver to the local agency they have been matched with.

Arriving at Your Shift

You will be sent arrival instructions via email prior to every volunteer shift you register for. If you have any specific questions regarding parking, please reach out to volunteer@pittsburghfoodbank.org

Volunteer Shift Opportunities

The Food Bank Orchard runs monthly on select afternoons from spring through fall. Gleaning opportunities pop-up, often with little notice, throughout the growing season. The Farmers Market Connection Program runs from June to November. If you would like to be notified of agricultural opportunities as they are scheduled, please [submit a volunteer inquiry](#).



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Volunteer Guide

Agricultural Programs

Volunteering Requirements

- Must be 12-15 years or older
 - Minors must be accompanied by an adult
- Closed-toed shoes
- Standing for long periods of time
- Lift up to 25 pounds repeatedly
- Farmers Market Connection Program volunteers must have a reliable vehicle

Available Accommodations

- Limited accommodations available. Please reach out to volunteer@pittsburghfoodbank.org for more information

Time Commitment and Scheduling

There's no minimum time requirement to volunteer at the Food Bank Orchard or Gleans; we welcome any time you're able to give. For the Farmers Market Connection Program, we require that volunteers participate in at least four pick-ups per season. We ask that volunteers plan to stay for the full duration of each shift.



Volunteer Guide

Agricultural Programs

FAQs

- **How early should I arrive?**
 - Aim to arrive 10 minutes prior to your shift for further directions.
- **Where do I park?**
 - Parking varies by activity and location. If available, parking information will be sent via email prior to the volunteer shift.
- **Are there breaks?**
 - There are no scheduled breaks, but we encourage you to take breaks as needed.
- **What should I wear?**
 - Please wear comfortable clothing as you will be standing and moving around throughout the shift. Dress in preparation the forecasted weather. Volunteers are required to wear closed-toe shoes. Long pants are recommended.
- **What should I bring with me?**
 - Please consider bringing water, gardening gloves, sunscreen and bug spray.
- **What if I have to cancel?**
 - Please email volunteer@pittsburghfoodbank.org, call 412-745-7600, or use the cancellation link in the emails you receive after registering for a volunteer shift.
- **How do I receive an official letter documenting my volunteer hours?**
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Volunteer Guide

Code of Conduct

Health and Safety

Greater Pittsburgh Community Food Bank truly values your service. As part of that appreciation, it is of the utmost importance that we ensure your volunteer experience here is rewarding, productive, and safe. With that in mind, we need your cooperation on following these crucial guidelines:

Code of Conduct

Following Staff Instructions:

Instruction from Food Bank staff must be followed at all times. Our staff are well versed and knowledgeable regarding the policies and procedures around food safety, warehouse safety and confidentiality requirements.

Dignity and Respect for All:

Harassment of any kind, violence, intimidation, offensive speech or gesture of any kind will not be tolerated. We serve diverse community members and organizations. As such, we strive for a work environment where everyone feels respected, welcomed and accepted. Any behavior that creates discord or restricts community members, volunteers or staff from fully engaging in our mission will not be tolerated.

Guidelines and Rules

- No cellphone usage during all volunteer shifts
- No open food or drinks within volunteer shift areas
- Please wash your hands after sneezing/coughing
- Inform staff of any issues
 - All staff are CPR and first-aid certified

Take Care of Yourself!

Throughout the entirety of your volunteer shift, we encourage all of you to take care of yourself! Please feel free to take breaks in the designated breakroom or break area through the duration of your shift.

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