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**Client Interviewer** (Working one-on-one with people seeking assistance)

This position involves the most client contact MAC has to offer its volunteers. MAC staff screen clients over the phone to determine if the client is eligible for assistance. If they are, the staffer will schedule an appointment. When clients come in for their appointments, they are seen by a MAC volunteer. The Volunteer client interviewer meets directly with the client to verify the story he or she told the staffer, basically what happened that caused them to need assistance.

In short, the volunteer collects the paperwork and documents MAC staff asked the client to bring in, reviews the information, and brings it back to MAC staff. The staff member then gives the go-ahead for the Volunteer Client Interviewer to give the client assistance (i.e. rent, utilities, MARTA, food, id, etc.) Or, the staff member will let the volunteer know what the documentation the client needs to bring in. Lastly, the Intake Interviewer asks the client if they have any other immediate needs as MAC may have information on various other community resources.

**Food Pantry**

*Bagging client groceries*

Volunteers who work in the food pantry spend the majority of their time packing up groceries from lists clients fill out. Clients are told to circle 20 to 25 items on the food list, and the majority follow the rule but every now and then you get someone who wants just about everything we’ve got. In situations like that, use your discretion when bagging the food. It is easiest to go through the list and pick a few items they want in each category, rather than just bagging the first 20/25 items that have been circled. You may also need to get creative when the food pantry is running low. If we are out of many of the items a client wants, it might be helpful to bring the list back to them and tell them what we do and don’t have – we want to make sure our clients will eat the food we’re giving them. Additionally, if the client has a large number of people in their household, there may be some family sized items available in the food pantry. Occasionally we’ll have foods that aren’t on our list (like frozen pizza, meat, vegetables, etc.) that will come from the food bank or a donor. When that happens, the extra items will generally be handwritten on the food list by whoever is in charge of the food pantry.

The easiest way to fill a food order is to go through the list and place all the items on the table before bagging them. Laying them out first is a good way to gauge how much each client is getting, and it makes it easier to distribute the weight evenly when packing the bags. In general we give about one bag of food per person (but that can vary based on availability of food, number of children in a family, etc.).

*Stocking/Restocking the Shelves*

After Kroger trips, food bank deliveries, food drives, etc. the food needs to be put on the shelves. This is usually pretty simple since the shelves are labeled, but occasionally we’ll get foods that aren’t part of our regular inventory. When that happens just put the random food items on the back shelf in front of the window facing the parking lot, and the food pantry queen or another MAC staff member will sort through them later. Occasionally restocking will happen in between food trips/deliveries if we have extra items being stored. If you have down time, check the shelves in front of the window (where we keep extra food) to see what we have there, and if there’s room for it on the original shelf.

**Clothing Closet**

The intake interviewer will bring the client to the clothing closet and inform the clothing closet volunteer their needs. Usually it will be 1-2 outfits, either for an interview or job. We then show the clients where the sizes are and where the shirts, jackets, and slacks are kept. We assist them in putting the sizes together and matching the pieces of clothing. We then put the clothing in bags and mark on the client cards what the client received. Hygiene kits and snacks are also handed out.

**Administrative – assisting with data entry or back office tasks**

Like every nonprofit, much assistance is needed behind the scenes. We are always looking for help imputing data into our client management system, Salesforce. Salesforce is where most of our client data is stored. The information in Salesforce is for MAC purposes only. Think of this as a digital version of the client card the client fills out when they first come for assistance. This saves staff time trying to search for each card, and ensures MAC has quality statistics for grant reports.

**Picking up supplies for the office (food, office supplies, hygiene)**

Many times, MAC is in need of folks who are willing to travel and transport food or clothing. Travels may lead to stores like Dollar Tree, Home Depot, and Kroger or to agencies like the Atlanta Community Food Bank, the Salvation Army, and other partner agencies and congregations. Most of the time duties include picking up food, dropping off clothing, etc. We’re quick to give directions to these places, and are good at giving lists.