MIDTOWN ASSISTANCE CENTER
VOLUNTEER OPPORTUNITIES

CLIENT INTERVIEWER

This position involves the most client contact MAC has to offer its volunteers. When clients come in for their appointments, they are seen by a MAC volunteer. 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, etc.). They also address any other immediate needs and inform them of various other community resources.

CLOTHING CLOSET

Our clothing closet volunteer assists our clients in finding clothes for their needs. Usually it will be 1-2 outfits for either an interview or a job. We show the clients where different pieces and sizes are kept, and assist them in matching the pieces of clothing.

FOOD PANTRY

Volunteers who work in the food pantry spend the majority of their time packing up groceries from lists that clients fill out. 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, and other factors.

STOCKING PANTRY SHELVES

After Kroger trips, food bank deliveries, food drives, and other food intake, the food needs to put on the shelves, often outside of assistance hours. Occasionally restocking will happen in between food trips/deliveries if we have extra items being stored. Checking the overflow shelves and shelving extra items during any down time helps keep our pantry efficient during busier times.

RECEPTION DESK

Volunteers who work at the reception desk are the first volunteer our clients see. They check clients in, make sure clients have any forms they need to fill out, such as a food list, and then assign volunteers to clients who are ready to be seen; also hands out sandwiches and snack bags at the door.

TRANSPORTING SUPPLIES

MAC is often in need of folks who are willing to travel and transport food or clothing; their duties often include picking up food or donations, dropping off clothing, etc. We often need trips 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.

ADMINISTRATIVE SUPPORT

Like every nonprofit, much assistance is needed behind the scenes. We are always looking for help inputting data into our client management system, Salesforce. Having organized and updated client information and case files in Salesforce helps our operation run smoothly and allows us to provide the most help we can.

Our Client Assistance Hours are:
Monday: 9:30AM-12:30PM
Tuesday: 1:00PM-4:00PM
Wednesday: 1:00PM-4:00PM, 5:00PM-7:00PM
Thursday: 9:30AM-12:30PM
Friday: 9:30AM-12:30PM

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