

**WILDWOOD SOUP KITCHEN**  
**Volunteer Opportunity Descriptions**

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**SOUP KITCHEN MANAGER**

- Coordinate with Cooks and Captains to ensure Kitchen policies and procedures are followed.
- Schedule at least one Cooks/Captains meeting in a year.
- Attend Board of Directors meetings. Submit a Soup Kitchen Manager's Report at each meeting detailing noteworthy events and including:
  - Number of meals served in the interim months, showing number of meals served (broken down as # of people served, # of seconds and meals taken at 12:15, # of meals served to Turnaround Project (T.A.P.), and # of delivered meals).
- Work with Coordinator of Drivers to address any problem areas.
- Schedule twice yearly cleaning of the commercial stove's hood (Hood Techs) and fire suppression system (A-Line Fire and Safety).
- Ensure appliances are in good working order, and schedule repairs as necessary.
- Send monthly report to the Suncoast Harvest Food Bank showing number of people we serve and approximate number of pounds we serve per meal (basically, three).
- Order all paper and cleaning supplies on a weekly basis (currently with C&M contract Services).
- Work with the Assistant Soup Kitchen Manager, who orders all food supplies (currently with PFG Foods).
- Sign checks as needed.
- Serve as liaison on the Seeds of Hope Committee. Meetings begin in September and culminate after three weeks of concerts in March.

**ASSISTANT SOUP KITCHEN MANAGER**

- Orders food supplies as necessary.
- Is a check signer.
- Acts in Soup Kitchen Manager's place if necessary.

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### **CAPTAIN**

- Handles administrative duties.
- Notifies Soup Kitchen Manager of any volunteer changes.
- Troubleshoots problems with appliances.
- Gets substitute volunteers when necessary.
- Problem solving in dining room.
- Calls police if necessary; enters incidents in daily log.
- Secures Kitchen at the end of the day making sure closing procedure is followed.
- Makes sure new volunteers sign the Information Sheet, Hold Harmless form, and Covenant.

### **COOK**

- Plans the meal for his/her day a week in advance.
- Cooks the meal.
- Ensures food safety guidelines are always followed.

### **SERVERS**

- Assist in meal preparation as directed by the Cook, and serve on the line.
- Prepare take-out meals for delivery.

### **DISHWASHER**

- Ensures that dishes, pots and pans are clean, and that food preparation surfaces are sanitized at the direction of the Cook.

### **CLEAN-UP PEOPLE**

- Arrive at Kitchen at 12:30. Vacuum carpets, sanitize table tops, chairs, door knobs, etc.
- Clean the bathrooms.
- Empty trash.
- Sweep and mop floors.

### **DESSERT VOLUNTEERS**

- Deliver desserts to the Kitchen by 10:00 a.m. in non-returnable containers.

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**DATABASE MANAGER**

- Maintain database of all volunteers in an accurate and timely manner.
- Ensure quarterly back-up of the database.
- Secure information on new volunteers from the Soup Kitchen Manager.
- Pull reports as requested.

**VOLUNTEER COORDINATOR**

- Receive prospective volunteers' (PV) inquiries via email, phone call, or referral.
- Determine PVs' areas of expertise or interest.
- Refer all PVs to appropriate Kitchen team member.
- Maintain a file of all available PVs according to their interests.
- Establish a volunteer placement chain of command for new volunteers for the purpose of maintaining accurate records. New volunteers must be recruited through the Volunteer Coordinator, who then will direct them to the appropriate work area. This procedure ensures that the Kitchen is a community-wide effort.

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**COORDINATOR (AND ASSOCIATE COORDINATOR) OF  
DRIVERS & DELIVERY ROUTES**

**Drivers:**

- 1) Recruits drivers (both regular and substitute), as needed, through person-to-person contact, announcements in church bulletins, referrals and other appropriate means.
- 2) Insures that all drivers complete and sign the three Wildwood Soup Kitchen documents: a) Volunteer Information Sheet; b) Covenant Form; c) Hold Harmless Agreement. Files these documents in the driver binder (which is to be kept current). Distributes the Wildwood Soup Kitchen Brochure to new drivers (to explain the mission, ministry and philosophy of the Wildwood Soup Kitchen).
- 3) Orients and trains new drivers to familiarize them to the daily operation of the Soup Kitchen as well as the current four delivery routes: NE, SE, NW and SW. This includes explaining the delivery route clipboard system, as well as the two versions of each delivery route (brief and detailed). Provides all new drivers with a map of Wildwood, and personally accompanies all drivers on their initial route delivery, to insure that drivers are comfortable with the directions and that they understand the delivery procedure.
- 4) Schedules all drivers to be certain that each delivery route is covered with a driver(s) Monday through Friday.
- 5) Communicates regularly with all drivers to receive their input, feedback and recommendations as well as to extend thanks and appreciation for their volunteer services. Informs drivers of the Wildwood Soup Kitchen website and promotes the drivers page located on that website.
- 6) Maintains an accurate listing of all drivers (regular and substitute), with addresses, phone numbers, e-mail addresses and length of service.
- 7) Compiles a five-week driver schedule, updated weekly, and posts it on the driver bulletin board within the Soup Kitchen building. Also compiles and posts a monthly listing of assigned regular and substitute drivers (with phone numbers).
- 8) Informs kitchen personnel of any unique and/or unusual driver issues.

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**COORDINATOR (AND ASSOCIATE COORDINATOR) OF DRIVERS & DELIVERY ROUTES** (Continued)

**Delivery Routes:**

- 1) Receives all requests for home delivered meals. Follows up by visiting prospective home delivery recipients in order to determine their eligibility to receive delivered meals (sick/infirm, recuperating, homebound, etc.). Decides on the length of time for the home delivery. Explains to meal recipients the delivery procedure (time of delivery, need for a cooler outside if not home to receive meal delivery, etc.)
- 2) Compiles and manages the four Soup Kitchen delivery routes: NE, SE, NW and SW.
- 3) Maintains on a weekly basis the home delivery clipboard for each route. This includes updating both versions of each route (brief and detailed) as needed, to insure accuracy.
- 4) Sees that there are sufficient "Non-Delivery Notice" forms available for drivers with each clipboard.
- 5) Informs drivers of any extraordinary or unusual circumstances with meal recipients and/or special issues (e.g., which entrance to use, where meals are to be placed, the presence of pets, etc.).

**Other:**

- 1) Maintains open communication with the Soup Kitchen Manager, the daily cooks and captains, as well as with the WSK Board of Directors.
- 2) Calls occasional meetings of the Soup Kitchen Drivers Committee and works cooperatively with this group to solve issues pertaining to the delivery routes and drivers' concerns.
- 3) Sees that the entrance key to the Soup Kitchen building is kept secure and not duplicated. Also safeguards the Soup Kitchen laptop computer and printer, making certain the computer is locked up after each use.
- 4) Insures that all driver and delivery route records and files are current and up-to-date. This includes establishing a drivers and delivery route archives for succeeding Coordinators of Drivers & Delivery Routes.
- 5) Attends and assists with the annual WSK Appreciation Dinner. Extends thanks and words of appreciation to all drivers in attendance.
- 6) Any other responsibility related to the above major areas to insure the smooth functioning of the Soup Kitchen meal delivery system.