

2019 Christmas Cheer Board Scheduled Volunteer Opportunities

Volunteer Time Frame: Early/mid November to late December

Heavy lifting, up to 13.6 kg (30 lb.) continuously for a 4 hour shift

1. **Set up office/warehouse** - Set up desks, stations, signage at start of season
2. **Van drivers** - Pick up daily - large food , cash and toy donations using Cheer Board van

Moderate lifting

3. **Groceries** - Check expiry dates on donated food and sort cans and dried goods for use in hampers
4. **Toy area** - Sort and wrap toys by gender and age group; track and receive knitting
5. **Hamper box assembly** - Assemble boxes and identify them by hamper size
6. **Hamper packing line (morning and afternoon)** - Back-fill food items to enable school children to pack hampers
7. **Hamper delivery matchers (last week of November start)** Fill delivery sheet hamper requests with appropriate hamper size and toys, stocking the hamper delivery area

Office skills

8. **Switchboard** - Answer inquiries from public about receiving a hamper or volunteering. Complete Feed-a-Family requests, take donations by credit card.
9. **Hamper phone applications** - Take hamper applications from people calling in, asking income and expense information
10. **Hamper delivery routers/writers (start 3rd week of November)** - Create hamper delivery sheets by area/postal code and include delivery instructions on delivery sheets

Customer contact skills

11. **Reception** - Greet people coming in. Folks may be bringing food, toy or monetary donations, knitting, seeing a social worker, coming to volunteer, meeting with volunteers or doing a media interview. Possible phone work

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12. Special events - Be available to promote the Cheer Board, encourage and collect donations at special events such as mall displays or during sporting events

Computer skills

13. Technical support - Help set up computers, troubleshoot email and data base, connection issues

14. Data entry - Enter hamper application information, school hamper packing information, or volunteer information into database.

15. Feed-a-Family - Help process requests, match with hamper recipients, update database information and send information to sponsors

Volunteer Time Frame: Around December 8 – December 24

Customer contact skills

16. Assistant to social workers - File, help with hamper applications, assist as needed

17. Hamper Delivery Checkers - Locate delivery sheets by city area, provide hamper delivery instructions to volunteer drivers, record drivers' licenses, obtain driver signatures

18. Hamper pickup verifiers - As individuals arrive to pick up Hampers, check their identification and ensure family information is correct on database. Obtain signature for hamper pickup.

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19. Hamper pickup station - Determine hamper size and number of gifts required based on application information. Provide Hampers, turkeys and gifts to families coming in

20. Hamper delivery returns - Receive Hampers not delivered on first attempt, record delivery attempt, create second delivery sheets by postal code

21. Hamper Delivery Turkey station - Organize turkeys by size, provide to volunteer drivers. Replenish turkeys from refrigeration unit as needed, also provide turkeys to pick-up station

22. Loaders - Provide carts, help load vehicles, retrieve carts from parking lot, snow shovelling

23. Takedown office/warehouse - dismantle equipment at end of season (Dec 27 – early January)