

Role	Client Intake Volunteer
Purpose	Assist with client intake during the initial days using Link2Feed, when all client profiles will need to be added to the system.
Specific tasks	<ul style="list-style-type: none"><li data-bbox="479 357 1356 424">▪ Sit with clients and respectfully ask them to provide demographic and other information.<li data-bbox="479 455 998 483">▪ Enter client information into Link2Feed.
Time commitment	Varies from two to four hours, excluding travel time. Number of visits per launch varies.
Qualifications	<ul style="list-style-type: none"><li data-bbox="479 613 1307 680">▪ Ability to work together comfortably with individuals from diverse backgrounds<li data-bbox="479 711 625 739">▪ Patience<li data-bbox="479 770 706 798">▪ Computer skills<li data-bbox="479 829 1161 856">▪ Non-English language skills helpful for some locations
Training provided	Link2Feed food bank software intake section. Training provided at beginning of first shift with script provided.

Role	Computer Literacy Volunteer
Purpose	Prepare agency workers with varying levels of computer skills to use Link2Feed.
Specific tasks	<ul style="list-style-type: none">▪ Help adults who are not familiar with computers learn enough skills to begin using Link2Feed.
Time commitment	Requirements vary, from a single two-hour session to a series of one-hour sessions for four weeks. Excluding travel time
Qualifications	<ul style="list-style-type: none">▪ Ability to work together comfortably with individuals from diverse backgrounds▪ Patience▪ Computer skills
Training provided	Link2Feed food bank software basics

Role	Connectivity Assessment Volunteer
Purpose	Assist partner agencies in identifying and implementing hardware and connectivity solutions to enable their use of Link2Feed.
Specific tasks	<ul style="list-style-type: none"><li data-bbox="479 346 1096 388">▪ Assess hardware and internet access at location<li data-bbox="479 409 1307 451">▪ Recommend the best options for Link2Feed internet connectivity.<li data-bbox="479 472 1031 514">▪ Recommend hardware upgrades if needed<li data-bbox="479 535 1096 577">▪ Advise on implementation of recommendations
Time commitment	About one hour per assessment, excluding travel time.
Qualifications	<ul style="list-style-type: none"><li data-bbox="479 640 1307 724">▪ Ability to work together comfortably with individuals from diverse backgrounds<li data-bbox="479 745 1128 787">▪ Technical knowledge of connectivity and hardware
Training provided	Link2Feed food bank software technical requirements

Role	Link2Feed Lead Volunteer
Purpose	Manage Link2Feed implementation for one or more Gleaners partner agencies.
Specific tasks	<ul style="list-style-type: none"> ▪ Understand the agency’s food distribution process to best match Link2Feed capabilities with the process. ▪ Determine how to structure the Link2Feed interface to meet the agency’s needs. ▪ Identify and address hardware and connectivity issues (with help from hardware and connectivity volunteers if needed). ▪ Identify and address computer literacy issues (with help from computer literacy volunteers if needed). ▪ Provide or arrange for Link2Feed training as appropriate. ▪ Assist at launch (with help from launch volunteers) ▪ Provide reasonable support after launch.
Time commitment	A minimum of two to four hours of service per week for a minimum of three months. Timing can be flexible. Hours worked self-scheduling. Mutually convenient times negotiated with agency.
Qualifications	<ul style="list-style-type: none"> ▪ Strong computer systems and technical competence ▪ Ability to work together comfortably with individuals from diverse backgrounds ▪ Project management ▪ Organization
Training provided	<p>Link2Feed food bank software (in depth)</p> <p>2 hours training, plus 2 hours shadowing with a staff member</p>