



# Share of McLean

## Volunteer Handbook

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## Introduction

Welcome! We are happy that you have decided to volunteer with Share of McLean, an independent 501(c)(3) nonprofit organization dedicated to helping low- and moderate-income neighbors alleviate food, clothing, and shelter insecurities in McLean, Great Falls, and the Pimmit section of Falls Church.

Share has served our community since 1969 and relies entirely on volunteers. It takes more than 1,000 volunteer hours per month to run our programs, so we are excited that you are joining our ranks!

Our clients include economically distressed families and individuals, seniors living on limited pensions, impoverished immigrants, and the unhoused. Clients are referred to us by county social workers, faith communities, and school counselors.

Share receives no government funding. All donations come from individuals, local businesses, civic organizations, and faith-based groups. Because Share does not have paid staff, office space, or formal fundraisers, nearly all donations directly benefit our neighbors in need.

Here are a few key resources to help you get acquainted with Share of McLean:

- **Share Website** – [www.shareofmclean.org](http://www.shareofmclean.org)
- **Facebook** - <https://www.facebook.com/ShareOfMclean/>
- **Overview of Share Services** - [https://www.shareofmclean.org/files/ugd/891f83\\_d0951cd78f6a4009af4a5c9a0616344a.pdf](https://www.shareofmclean.org/files/ugd/891f83_d0951cd78f6a4009af4a5c9a0616344a.pdf)
- **History of Share** - [https://www.shareofmclean.org/files/ugd/891f83\\_9cf708c7d82248d19a419f046a1eb9ad.pdf](https://www.shareofmclean.org/files/ugd/891f83_9cf708c7d82248d19a419f046a1eb9ad.pdf)

- **Share Pantry and Clothing Room Policies** - <https://www.shareofmclean.org/copy-of-food-pantry>
- **Client Rights and Responsibilities** - <https://www.shareofmclean.org/copy-of-food-pantry>
- **Financials** - <https://projects.propublica.org/nonprofits/organizations/237111741>

Your time and effort help make a meaningful difference in the lives of our neighbors—thank you for volunteering!

## Share's Mission and Core Values

- **Our Vision**  
Share's vision is to positively impact the lives of our neighbors in need.
- **Our Mission**  
Share of McLean is an all-volunteer, community-based nonprofit that teams with individual donors and partner organizations to assist our neighbors who face food insecurity, economic hardships, or related challenges.
- **Our Core Values**
  - We value our clients and treat them with kindness, respect, and generosity.
  - We value our donors and are deeply grateful for their charitableness and partnership.
  - We think of our volunteers as family and are inspired by their commitment and dedication.

## Share Programs

Share serves over 1,400 households, supporting approximately 3,500 individuals. Our three main programs provide vital assistance to neighbors in our community.

1. Food and Clothing Pantry
2. Furniture Program
3. Emergency Financial Assistance

## Share Volunteer Roles

Both adult and teen volunteers are eligible to earn community service hours. Please note that some volunteer positions are only open to adults 21 years and older.

### Food and Clothing Pantry

The Food and Clothing Pantry is our most visible program and is housed in space generously donated by the McLean Baptist Church, Door #8, 1367 Chain Bridge Road. The pantry is open on Wednesday and Saturday mornings from 9:30 AM to 12:00 PM. On the first and third Thursdays of each month, from 9:00 a.m. to 11:00 a.m., the pantry is also open to our senior clients aged 55 and over.

For a list of opening days, please see Share's calendar:

<https://www.shareofmclean.org/calendar>.

Clients may shop in the pantry twice per month. To receive services, each food pantry visitor must register annually with Share, providing proof of address to confirm that they and all household members reside within Share's service area. At each visit, clients must present identification and check in at the front desk, where they will receive a card indicating their household size. This helps volunteers assist them in selecting the appropriate amount of food items.

Volunteers in the Food and Clothing Pantry play a crucial role in guiding clients through the shopping process in an orderly manner. Clients are required to shop in the food pantry before shopping for clothing or household goods. Since the pantry space can become crowded with clients, volunteers, and carts, we rely on volunteers to ensure that clients take only the number of items they are allotted and move efficiently from room to room.

Adult and teen volunteers can sign up directly for a pantry opening using the [SignUp Genius](#) tool. Please note that some volunteer positions are only open to adults age 21 and above.

A volunteer supervisor is present at each pantry opening to answer any questions.

Volunteers should arrive at least **15 minutes** prior to the pantry opening to familiarize themselves with their roles and responsibilities, unless otherwise noted below. (Please note that the pantry opens at 9:30 a.m. on Wednesdays and Saturdays, and at 9:00 a.m. on Thursdays.)

Upon arrival, please check in with the pantry supervisor and pick up a red Share apron to wear during your shift.

### **Food and Clothing Pantry Volunteer Roles:**

1. **Registrar** – Greet Share clients, check ids, and verify household size. Please arrive **30 minutes** before the pantry opening time. *(Training and approval on Share's Salesforce database, as well as detailed check-in procedures, are required for this role.)*
2. **Warehouse Support** – Sort donations and restock pantry shelves.
3. **Food Room** – Guide and assist clients as they shop in the food pantry. Please arrive **45 minutes** before the pantry opens to help bag produce and set up the room.
4. **Pantry Assistant** – Help clients collect frozen food, carry bags, load cars, and assist with other tasks as needed.
5. **Diaper/Linen Room** – Check ids and assist clients in obtaining diapers, wipes, laundry detergent, linens, cooking oil, and distribute quantity-restricted items. Please arrive **30 minutes** before opening time, if you are new to this position.
6. **Clothing Room** – Assist clients in selecting the appropriate number of clothing items and help maintain the cleanliness and organization of the room.
7. **Household Goods Room (Red Room)** – Ensure clients shop for food first before entering the room and take only the prescribed number of items. Oversee the areas for shoes, housewares, toys, and other household items to ensure proper usage and organization
8. **Bus Driver** – Transport clients to and from the Lewinsville and Fallstead Retirement Residences on designated senior shopping days. *(Must be trained and approved by Share.)*
9. **Winter Coat Distribution (Seasonal)** – Check ids and supervise the distribution of coats during the fall and winter seasons.

Please note: SHARE will be closed when the weather makes travel hazardous. A decision will be made by 7:00 am the morning of the opening. Notice of closures will be posted on [www.shareofmclean.org](http://www.shareofmclean.org) and [Share's Facebook](#) page.

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## Furniture Program

Share's Furniture Program (which operates entirely through volunteer schedulers, drivers, and helpers) picks up gently used furniture from local donors and delivers the furniture to neighbors in need. These clients, many of whom have transitioned from shelters to subsidized housing, are referred by social workers, church representatives, or school counselors to verify financial need.

Share uses an app to collect pertinent information on prospective clients and donors. A volunteer scheduler reviews the information on the app, contacts clients, social workers, and donors, and prepares the route outlining planned stops for pickups and deliveries of the furniture.

Each Saturday morning, a volunteer team gathers at the Share trucks parked at St. Luke Catholic Church in McLean. The team includes one driver and two helpers, with an occasional extra team member following in their own vehicle. Drivers go through a simple training prior to their first run. The team loads and unloads the furniture so helpers should be able to carry one end of a sofa or dresser up a flight of stairs. The deliveries and pickups run for approximately five hours on Saturdays, from 8:30 AM to 2:00 PM. Occasionally during the week there are special pickups that require volunteers to collect and/or deliver furniture to 1-2 stops.

The furniture team is always looking for volunteer schedulers, drivers, and helpers. Volunteers can sign up directly to help with furniture delivery using [Sign Up Genius](#) or contact the team at [furniture@shareofmclean.org](mailto:furniture@shareofmclean.org) with any questions.

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## Emergency Financial Assistance Program

Share's Financial Assistance Program offers emergency support to neighbors facing urgent financial hardships, including rent, utilities, medical services, prescriptions, school activities, and other essential expenses. Clients are referred by Fairfax County, faith-based organizations, or school counselors. Clients can also call the Share answering service directly at (703) 229-1414. All payments are made directly to service providers, never to the client.

Volunteers for the Financial Assistance Program take turns serving for a week at a time every two months to manage referrals and follow up on requests. Comprehensive training is provided to ensure volunteers can effectively respond to questions and assist with resolving issues. Please contact [info@shareofmclean.org](mailto:info@shareofmclean.org) if you would like more information on how to volunteer with the Financial Assistance Program.

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## Other Volunteer Opportunities

In addition to client-facing volunteer opportunities, Share volunteers dedicate hundreds of hours to essential behind-the-scenes tasks:

- Planning and organizing special events:
  - Annual client registration (December through March)
  - Distribution of back-to-school supplies (June through August)
  - Holiday program (October through December)
- Purchasing food items from local grocery stores
- Managing food inventory
- Picking up bread and produce from local stores and farmer's markets
- Organizing and stocking pantry shelves
- Sorting clothing, shoes, coats, and household goods
- Managing after-school teen volunteers
- Coordinating and assisting with large food drives
- Identifying and applying for grants

- Organizing activities with faith-based groups, corporations, schools, and civic organizations
- Developing programs to increase awareness of Share services
- Managing the website and social media activities

If you are interested in assisting with these volunteer activities, please send an email to **[info@shareofmclean.org](mailto:info@shareofmclean.org)**

## Contact information

For any questions about volunteer roles, please send an email to **[info@shareofmclean.org](mailto:info@shareofmclean.org)**