



PO Box 1244 ♦ Middleborough, MA 02346 ♦ 508-443-0243

Dear Volunteers:

Thank you for your interest in working with All Are Welcome Community Kitchen and Bakery, Inc.

Our organization is currently an all-volunteer staff and we are hoping to grow into having paid positions as well as continuing volunteer opportunities.

No matter how we grow, the volunteers at All Are Welcome will always be the backbone of our organization and we rely on your gifts of time and talent to keep our program running.

In addition to the valuable contribution you make of your time at the restaurant, anytime you can share information about our mission, invite additional guests to join us, or participate in a special event you build our presence in the community and increase the chance that we can reach one more person who may need our assistance.

As you read through this guidebook, we hope that you find the information that will help you choose an area that suits your talent and interest to begin your experience with All Are Welcome. Please remember our volunteers are never "locked in" to any particular job area - cross training and personal development are part of our mission within the mission and we look forward to growing along with you!

Thank you again for your time and interest. Please feel free to contact me with any questions at anytime during your volunteer experience with All Are Welcome Community Kitchen and Bakery, Inc.

Sincerely,

Karen J. Cook
Executive Director

www.allarewelcome.us ♦ manager@allarewelcome.us

ALL ARE WELCOME - THE BUSINESS

ABOUT OUR ORGANIZATION

All Are Welcome Community Kitchen and Bakery, Inc. (AAW) is a restaurant dedicated to relieving hunger through a unique business model known as "donate-as-able".

There are two important points to keep in mind about the business operation of AAW as you volunteer with our organization:

1) We are a restaurant. Despite our unique appearance & location and operational challenges from preparation to table we encourage our volunteers to think "restaurant" and draw on experiences as a food-service worker (if applicable) or even as a guest in a traditional restaurant. The expectations, guidelines and operations are established based on traditional restaurants and adhered to as closely as possible. Accommodations are made for our facility, but it is our responsibility as the staff to make all guests feel they have entered a dining facility, including proper greeting, seating, service, atmosphere, dining experience.

2) We are NOT a soup-kitchen. This is, unfortunately, the biggest misunderstanding of our mission among the general public. Soup Kitchens have a negative stereotype originating during the Great Depression in the 1930s and even now, organizations who offer a meal that focuses on relieving hunger, without expectation of payment, quite often generates this stereotypical image. It is important for our volunteers, as representatives of our organization, to understand and be able to clarify our mission to others.

An appreciation for these points regarding our business model will assist all our volunteers in fully appreciating our mission, as well as creating a better understanding of the tasks and roles the volunteers undertake working for AAW.

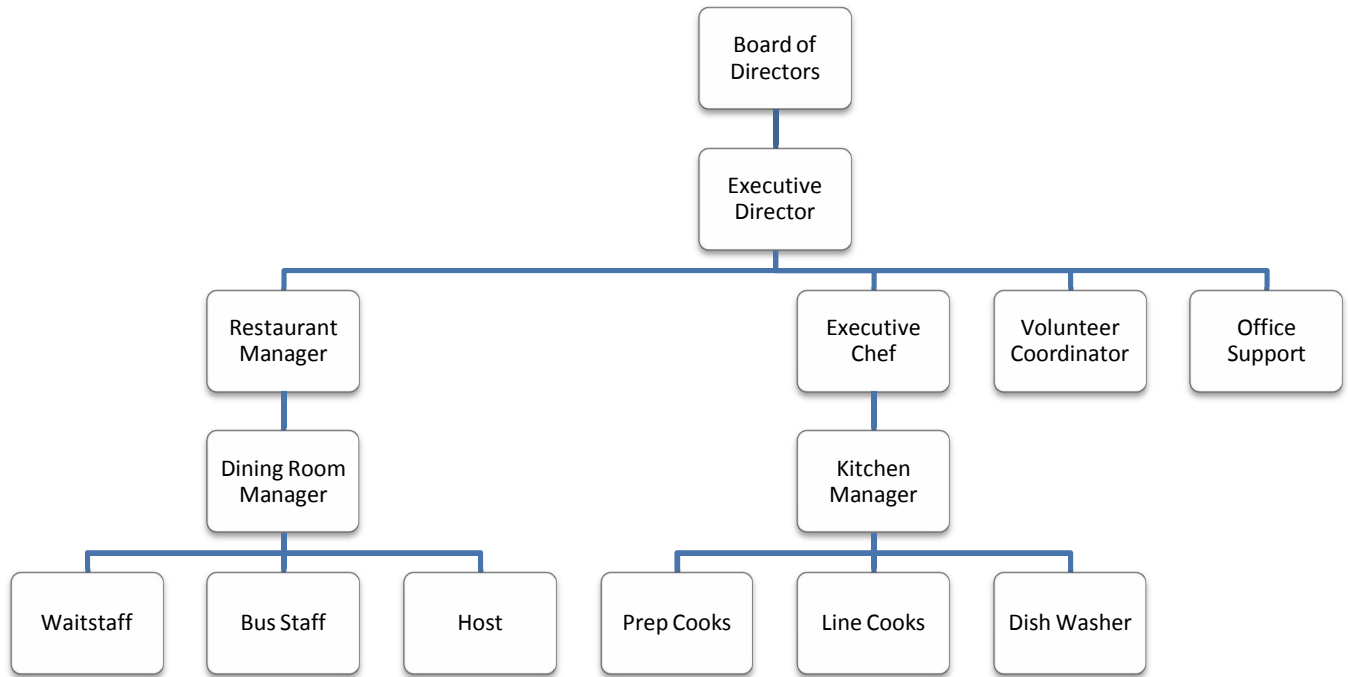
OUR MISSION

It is our mission to provide access to nutritious meals to all members of the community. By encouraging those able to support themselves to assist in the support of others, All Are Welcome seeks to end food insecurity in our wider community. Any additional programs developed in conjunction with All Are Welcome will be to further aid, educate or sustain those with hunger related concerns. All people will be able to receive free meals regardless of race, color, sex, sexual orientation, gender identity, religion, age, national or ethnic origin, political beliefs, veteran status, or disability.

In addition to helping alleviate the hunger issues for those in chronic need, our target demographic is: families and youth who fall in-between income guidelines for traditional public assistance, those who receive assistance through the public school system who face additional financial burden during school recesses, and those who face additional burdens due to economic trends, such as rising cost of gasoline, fresh produce and dairy.

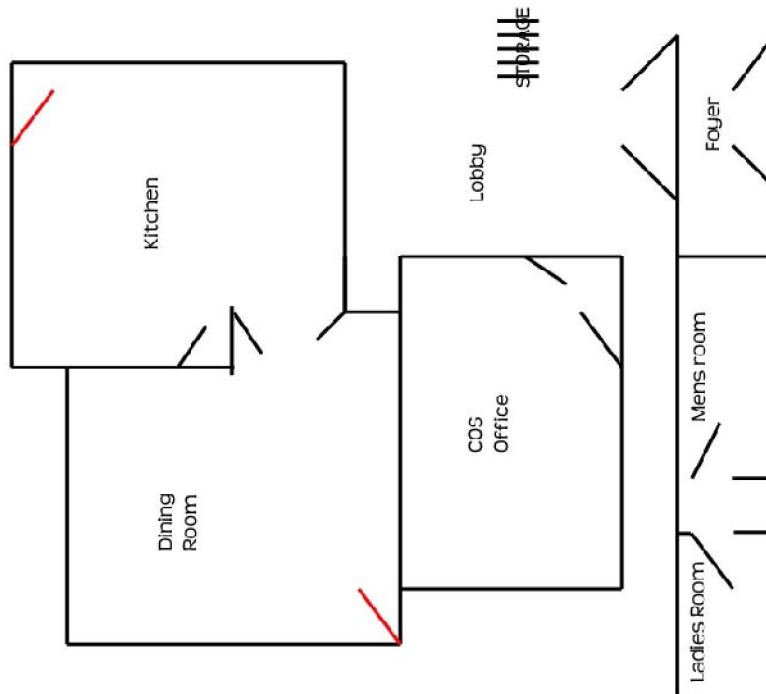
building community one meal at a time

ORGANIZATIONAL MODEL



Any or all of the above positions can be filled by paid or volunteer staff. Within our organization, the only requirements are that the Board of Directors consist of 5 members including an elected President, Clerk and Treasurer.

SITE MAP



IN CASE OF EMERGENCY

As an all volunteer organization, All Are Welcome does NOT carry Workers' Compensation Insurance. It is not required, as most personal insurance will cover individuals participating in volunteer activities. It is the responsibility of the each volunteer (or parent/guardian) to ensure coverage by his personal policy.

Restaurants can be fun and exciting places to work and learn. Many of the tools and equipment can pose hazards if used improperly or carelessly. At AAW we strive to keep all of our equipment in the best working order and count on our volunteers to comply with rules, guidelines and common sense to ensure the safety of all. Despite the best practices, accidents do occur, though many are minor and can be managed with basic first aid.

In the event of a serious injury or major emergency the lead staff member present will direct all volunteers in the appropriate actions (exits in case of fire, designated person to call 911, handle immediate first aid procedures, etc.).

Volunteers should refer to and be familiar with the organizational model to know who to turn to in case of emergency as well as the site map for locations of emergency exits, fire extinguishers, first aid supplies and other emergency aids.

FACILITIES USE AND MANAGEMENT

The Church of Our Saviour, Episcopal at 60 Union Street, Middleboro, MA generously donates the use of their kitchen and hall facility for our use to serve our community meals. Because of the nature of our relationship with our hosts, maximum care and consideration must be given to the use of borrowed equipment, cleanliness and condition of the facilities.

All Are Welcome has a dedicated cabinet / counter space plus one food storage cabinet in the kitchen, an AAW owned & maintained refrigerator and freezer, as well as a small storage cart in the dining area, plus a shelving unit and pantry cabinet in a storage space shared with (mostly) the Boy Scout units who are part of the Church of Our Saviour sponsored organizations.

As precautionary / protection measures for our hosts, guests and staff, certain areas of the facility are “off-limits” during AAW service hours.

Room dividers and appropriate signage will indicate to all the areas of operation for AAW. All volunteers are expected to respect the physical and implied boundaries for facility use, as well as assisting our guests in maintaining the same boundaries.

Entryway: the room dividers placed in the entryway are designed to guide guests into our dining room, direct to the restrooms and discourage access to those areas of the church not authorized for use by AAW guests.

Dining Area: upon entry to the dining area, room dividers will indicate which portion of the church hall designated for seating / dining by AAW guests. These borders should be observed for several reasons:

- our service permit from the Board of Health limits us to a “50 seat establishment”
- there are areas of the church hall used by other groups for supplies and storage and we are trying to discourage access to these areas.
- keeping the AAW dining area to a smaller segment of the hall makes service more manageable...imagine having guests in opposite corners of the room if the full dining area was open
- the community restaurant model encourages family style seating / dining. This is easier to achieve in a smaller dining room

- we are working on acquiring art (possibly to sell?) from local artists. Displaying this on our “temporary walls” creates a more restaurant feel to our space that cannot be achieved in the full hall.

Kitchen Area: as noted above, All Are Welcome has certain areas for storage. In addition to the items AAW owns, we share the use of the church's dishware, utensils, built-in equipment and occasionally items that we have not yet purchased for our organization due to financial or practical reasons.

Volunteers should strive to learn the location for All Are Welcome supplies, items used on a regular basis that belong to the Church of Our Saviour and the circumstances for occasional use items also owned by the Church. The facility is, for the most part managed and maintained by the members and staff of the Church of Our Savior. Each time we use the facility – for regular service or special events and functions, it is the responsibility of all members of the AAW team to leave the facility in better condition than we found it. Restrooms, dining room, kitchen space, shared small wares, our own supplies, etc. any space or any item used in the building needs to be cleaned, sanitized and returned to its proper space in the storage structures.

HOURS OF OPERATION

Prep: create and prepare foods for weekly meal service - Tuesdays 8:30AM - Noon

Thursday lunch service: 9AM - 3PM (actual meal service 11AM - 2PM)

Saturday breakfast service: 6AM - Noon (actual meal service 7:30AM - 11AM)

Additional volunteer opportunities are available for special events, fundraisers, etc.

New England weather has been known to cause closings and rescheduling of regular events. Volunteers are encouraged to check our website and/or Face Book page for updates. Phone answering machine will also be updated to announce changes due to weather.

VEHICLES & PARKING

The parking area directly in front of All Are Welcome at 60 Union Street is extremely limited. All volunteers are requested to park in the town lot just down the street. It is especially important to respect all parking spaces reserved for handicap access, both at the town lot or if opportunity arises, in front of the building.

COMMUNICATION AND CONFIDENTIALITY

There is little at AAW that would be classified as "confidential" communication. The nature of our mission and the people we are likely to encounter, both as volunteers and as guests recognizes that "everyone has a story". Discussing or making public personal stories or concerns for any guest or volunteer is considered gossip and serves only to create a breakdown in our ability to work together in an open and welcoming environment.

Personal information shared with the organization for communication purposes (email, phone numbers, etc.) is considered privileged information and all volunteers are expected to keep this information private. In this day of social media and "instant communication" if volunteers agree to share contact information with each other, that is a personal decision, however, sharing any information of this type with a third party is unacceptable.

As a non-profit organization we rely on our relationship with the public to grow our organization and make people aware of our mission. There are multiple opportunities to interact with the media, public figures and even personal family and friends regarding the mission of AAW. It is the expectation and responsibility for every volunteer to present our mission in the best light possible. An understanding of the donate-as-able model, defining a Community

Kitchen (as opposed to a "soup kitchen") and being able to identify AAW as a restaurant goes a long way to growing our mission and expanding our ability to serve those in need. For those who have difficulty explaining the concept behind AAW, our volunteers are encouraged to invite the curious to call our office number or better - invite them for a meal so they can see what we do. Firsthand experience is the best advertisement.

Any organization that gathers groups of people from all backgrounds and circumstances is more likely than not to have individuals who have differences in opinion, personality and methods for conflict resolution. Within the expectations and realities of working in a restaurant environment, as our name states ALL are welcome. It is important to remember that everyone has "a story". Illness, emotional challenges, family dynamics, personal concerns, physical limitations and even "on the job stress" are all circumstances that can affect how we relate to one another.

Above all, it is important to work to make sure our own emotions don't affect our guest experience. How a guest perceives our organization is the key to our success. A donating guest, who would be free to spend their dining out funds at any traditional restaurant must feel they have received quality service and product for their dollar; a guest who is struggling and in need of our program to sustain themselves, must feel welcomed and treated with dignity so they are comfortable returning and bringing family or friends.

Conflict resolution is difficult - open communication is encouraged, regardless of staff position.

ALL ARE WELCOME - THE VOLUNTEER

OUR VOLUNTEERS

Volunteers make up the majority of the staff at All Are Welcome. It is our mission to include a mix of volunteers with paid staff for several reasons.

- Volunteer opportunity creates a stronger community because it draws a wide range of individuals from retirees to youth groups.
- Volunteer staff strengthen an organization from within because of the added commitment of giving of themselves.
- Helping others is a highly recommended method of helping yourself; the foundation of All Are Welcome is neighbors helping neighbors.
- As paid staff positions are created or become available within the organization, balancing wage earners with volunteers allows a higher rate of pay, helping to break the cycle of the circumstances that bring folks in need to our table.
- Ensuring a variety of volunteer opportunities offers those in need the opportunity to give back when financial circumstances are difficult.
- As a non-profit organization, AAW competes for our donated and grant dollars with a multitude of other worthy charities and organizations. By opening our staffing needs to willing volunteers, we can focus our spending needs on improving our program, rather than the overhead that creates consistent financial struggles in similar organizations.

WHY VOLUNTEER

Restaurant service has a set of unique rewards beyond the benefits of volunteerism; though direct customer service fields are also filled with unexpected challenges - especially when providing one of the basic necessities of life - food. With an understanding of our mission and methods, all of our volunteers should consider what draws you to volunteer and how our organization may help you fulfill your personal goals as a member of our staff.

Reasons why I am (or am considering) volunteering at All Are Welcome Community Kitchen :

- I enjoy working with the public
- I have food or food service experience and want to share my gifts
- I want to learn a new or marketable skill (job training)
- I like meeting new people
- I need to fulfill a community service requirement
- I need to complete an academic requirement
- I want feel useful or needed
- As a kind of therapy
- I want to have fun
- I would like to do something different

VOLUNTEER or PAID

Our mission is centered on creating an atmosphere that blurs the line between "have" and "have not".

As our organization continues to grow, our staff will consist of a blend of paid staff and volunteers. Our goal with paid staff is to have them participate in the same positions as volunteers, while earning a living wage for their time. By offering a living wage, we will decrease the number of people who face food insecurity, help to improve the economy and get folks back on their feet.

Paid staff and volunteers will be offered the same schedule flexibility, learning opportunity, and growth potential. All staff will be treated equal, regardless of pay or volunteer status with respect to position and seniority.

VOLUNTEER COMMITMENT

The volunteer program is two sided - the first part is a "regular schedule". This segment is designed for civic minded individuals, youth groups, and community organizations who are looking for ways to give back to others. Included in our regular schedule is positions for individuals in need of community service - for academic or personal reasons as well as opportunity for job training for people who are hoping to learn or improve their marketable skills to enter or re-enter the workforce.

The second portion of our volunteer program includes opportunity for "drop-in" volunteers. These positions are designed for folks who don't have the ability to commit to a regular schedule or long -term training position who are eager to give back to our organization or other locations around the community. Drop-in volunteers are usually asked to perform vital tasks that keep our restaurant running, but can be learned "on the fly" as needed.

All Are Welcome makes every effort to match skills, personal interest and availability to the needs, expectations and requirements of a fully functional restaurant. Additionally, we will cross-train for various positions which will allow our volunteers to experience different aspects of restaurant operation, maximize their learning potential and develop a diverse staff.

VOLUNTEER EXPECTATIONS

As our name states all volunteers are welcome to participate in our organization. Due to the unique nature of our business, we also have a unique mix of "requirements" for our staff. The following summary may help you decide if volunteering with All Are Welcome may be right for you. Job specific requirements are outlined in a separate section of this manual.

Physical Guidelines

- All kitchen & dining room volunteers working a meal service must be 14 years or older
- Many kitchen & dining room positions require "being on your feet" for a number of hours at a time
- Bending, lifting, carrying are an everyday necessity to make a restaurant run

Appearance Guidelines

- Volunteers need to arrive for a shift clean and neat - we are handling food!
- Aprons and hats are provided by the organization and need to be worn as appropriate - this is our basic "uniform"
- Personal attire will focus on safety and neatness; when working with hot food and beverages, open flames, glass and heated equipment creates potential dangers that can be reduced by dressing appropriately. All volunteers should wear jeans/pants (dark colors are best) worn at the waist, long or short sleeve shirts with close fitting sleeves, closed -toe, comfortable shoes and socks to help ensure safety as well as present a professional appearance to our guests.

- Jewelry and accessories should be kept to a minimum and reflect the food safety guidelines outlined at additional training sessions

Service Guidelines

- Guest service is our TOP priority.
- Many of our guests are or will become personal friends - be careful not to neglect the new or "less engaging" guest for the sake of those we know well
- It is everyone's responsibility to be sure food is properly prepared and presented
- Our guests are our top responsibility - please limit electronic devices during service hours
- Guests who make special requests or have dietary restrictions are not an inconvenience, it is our job to make their dining experience as enjoyable as possible
- We are "donate-as-able" NO guest will ever be made to feel uncomfortable because of an inability to donate. All staff should be familiar with the method for handling guest checks and donations/information

Safe Environment Guidelines

- All staff should know the location and operation of safety equipment (fire alarms, extinguishers, first aid kit, emergency exits)
- Restaurant safety procedures and phrases should be learned and observed (sharp knives, blades in the sink, "Behind You", use of trays for serving, etc.)
- Purses, tote bags, back packs and other personal items should be stored out of the way to avoid possible trip and fall hazards (leave it home when possible)
- Alcohol and drug use can impair judgment - the variety of potential hazards make it unsafe to arrive for a shift he influence of alcohol or drugs. Any volunteer suspected of coming to work under unsafe conditions will be asked to go home for that particular shift

Personal Safety Guidelines

- Personal differences should be left at the door
- Sharing personal info, development of personal relationships, or other emotional involvements can adversely affect guest service. Though personal involvement is a big part of our mission, our staff is encouraged to put professional over personal while at AAW.
- Romantic advances, harassing remarks, bigotry, political opinion or any one of thousands of other "hot button" issues have no place in an organization where ALL ARE WELCOME. Any staff member who cannot set personal feelings aside to make all other staff and guests feel comfortable and welcome at all times may be asked to limit or suspend their volunteer activities.
- In an open environment in which things can get hectic, valuable items (iPods, phones, jewelry, cash) should be left at home, or kept on your person
- All state & federal laws regarding minor staff members (under 18) will be observed at all times. Adult staff should be mindful of age difference and legal obligations at all times
- As an all-volunteer organization, Workers Compensation Insurance is not required. Until AAW can afford this coverage for volunteers, all staff are expected to be aware of this guideline and will be asked to sign a waiver acknowledging personal responsibility as a volunteer
- Volunteers should not accept personal gifts or favors from individual guests. It is imperative that staff maintain a professional relationship with guests to ensure the safety of the guest and the volunteer

Scheduling

Restaurant scheduling differs from office or retail scheduling due to the fact that food often needs to be prepared directly before serving and we cannot arrive 5 or 10 minutes prior to opening to be prepared for the day. All Are Welcome offers service to the public for 3 hours per day, for each meal service we are open; preparation and clean up

usually adds approximately 3 hours, allowing us to schedule volunteers for up to 6 hour shifts. Additionally, we are able to offer up to 3 1/2 hours of volunteer time on "prep day". Our schedule is as follows:

Tuesday - prep: 8:30 AM - Noon

Thursday - service: 9AM - 3PM

Saturday - service: 6AM - Noon

Scheduling is flexible to accommodate school, job and personal time constraints. Volunteers are asked to consider their time with AAW as a commitment.

If you are ill, experience an emergency or other unexpected situations that prevent you from arriving for a regularly scheduled shift, we ask that you respect our organization and other volunteers by calling with as much notice as possible to let us know you will not be available for the shift. Simply "not showing" because it's *only* volunteer has a great impact on our staff and especially on our guests.

AAW is a small organization with limited hours available. We encourage all volunteers to learn the tasks for multiple positions within the restaurant with regard to talent and capability. By having volunteers able to "fill in" at more than one station ensures that our guests will receive the best experience possible at our restaurant. Every effort will be made to give volunteers their first choice of station for each shift; AAW volunteers will agree to make every effort to help the organization complete each working shift to the ultimate satisfaction of our guests.

All volunteers are entitled to share in the food prepared and presented at our meal service. Each staff member will be given a meal break during a shift. Breaks will be between 15-20 minutes, depending on staffing, number of guests and other circumstances involved in the tone of the shift. Staff members are encouraged to take their co-workers, volume of guests and time of day into consideration when they take a break. In addition to participating in the food being served for the day, AAW will share leftover food items when available with our staff. Until paid positions become available, sharing in the bounty of allows AAW to recognize the value of our staff service to the organization.

Termination

Working with All Are Welcome is an at-will opportunity and the same guidelines will apply to all staff regardless of paid or volunteer status.

Voluntary Termination(resignation): AAW staff are free to end their service with our organization at any time. Circumstances surrounding a voluntary termination may include change in personal schedule, health concerns, or completion of required community service hours.

Involuntary Termination (firing): Although All Are Welcome depends heavily on our volunteer crew, the nature of our business does have certain standards our staff must maintain in order to make our mission a success. The following circumstances can result in termination from opportunities with AAW:

- Impolite, inconsiderate, or offensive treatment of AAW guests
- Conducting or participating in illegal activity at AAW facilities or events
- Deliberate misuse or damage to AAW or host equipment.
- Theft of AAW or host property
- Disrespect for All Are Welcome, our mission or place in the community
- Inability to meet the minimum requirements of the job

Staff who successfully complete training (on the job and/or orientations), eagerly handle assigned tasks and display a willingness to work and succeed can / will be given letters of referral or recommendation for other volunteer or employment opportunities.

ALL ARE WELCOME - THE JOBS

In a restaurant environment, there are no "unimportant" jobs. When working with food, each step of the process depends on the successful completion of the next; cooking and prepping can't be done if dishes aren't clean, proper dining room set up can't take place if the floors and tables haven't been mopped or wiped properly and so on. All of our volunteers are encouraged to learn the best practices for each task (work smarter, not harder), maximize their skills and talents to best suit our guests and challenge themselves to learn more and develop new abilities.

BOARD OF DIRECTORS

The Board of Directors is a group of five members originally appointed by the founder and as terms end, new members are recommended and elected by the sitting board. Each term of office is for two years, with each member eligible to sit for no more than two consecutive terms (4 years total).

Executive Director/Manager

Reporting to the Board of Directors, the Executive Director (ED) will have overall strategic and operational responsibility for All Are Welcome's staff (including volunteers), programs, expansion, and execution of its mission.

Leadership & Management:

- Ensure ongoing program excellence, rigorous program evaluation, and consistent quality of finance and administration, fundraising, communications, and systems; recommend timelines and resources needed to achieve the strategic goals
- Actively engage and energize volunteers, board members, event coordinators, alumni, partnering organizations, and funders
- Develop, maintain, and support a strong board of directors; serve as ex-officio member of the board with special voting rights as outlined in the organizational by-laws; seek and build board involvement
- Lead, coach, develop, and retain All Are Welcome's team of staff & volunteers with recommendations to the board for additional positions as needed; maintain a balance of staff and volunteers allowing consistent opportunity for volunteer involvement as recommended by the organizational mission and objectives
- Ensure effective systems to track progress and regularly evaluate program components, to measure successes that can be effectively communicated to the board, funders, and other constituents

Operations & Implementation:

- Ensure that all meals are nutritious, safe, eye appealing, and properly flavored
- Maintain a safe and sanitary food preparation environment
- Orient and train kitchen staff in food handling rules, policies, and procedures as well as food production principles and practices
- Establish quality standards for all menu items and food production practices
- Plan menus; establish portion sizes and standards of service for all menu items
- Schedule kitchen employees in conjunction with service forecast
- Controls food costs by establishing purchasing specifications, product storage requirements, standardization recipes, and waste control procedures
- Educate kitchen staff in safe operating procedures of all equipment, utensils and machinery; establish maintenance schedules in conjunction with manufacturer instructions for all equipment
- Educate kitchen personnel in sanitation practices and establish cleaning schedules stock rotation schedules, refrigeration temperature control points, and other sanitary controls
- Train kitchen personnel to prepare all food while retaining the maximum amount of desirable nutrients and special dietary requests, including low-fat, low-sodium, low-calorie, vegetarian meals and allergen awareness

Fundraising & Communications:

- Expand local revenue generating activities to support existing program operations and future expansion
- Deepen and refine all aspects of communications—from web presence to external relations with the goal of creating a stronger brand and serving a broader market
- Use external presence and relationships to garner new opportunities

Planning & New Business:

- Develop the strategic business planning process for expanding programs to serve a greater segment of the target demographic and wider community
- Begin to build partnerships in new markets, establishing relationships with the funders and community leaders to enable expansion opportunities
- Be an external local and regional presence that publishes and communicates program results with an emphasis on the successes of the local program as a model for regional and national replication

Qualifications

The Executive Director will be thoroughly committed to All Are Welcome's mission. Ideal candidate should have proven leadership, coaching and relationship management experience.

Other qualifications include:

- Dedication to community and outreach with emphasis on hunger-relief and organizational networking
- Minimum 10 years of senior management experience with demonstrated track record for team building, creative problem-solving, setting and achieving target goals, and integrating technology for maximum benefit
- Unwavering commitment to quality programs while operating with a high level of integrity, inclusivity, and transparency
- Excellence in organizational management with the ability to coach staff, manage, and develop high-performance teams, set and achieve strategic objectives, and manage a budget
- Past success working with a board of directors with the ability to cultivate existing board member relationships
- Strong marketing, public relations, and fundraising experience with the ability to engage a wide range of stakeholders and cultures
- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills
- Experience with restaurant operations, menu planning, nutritional guidelines and food safety guidelines

KITCHEN MANAGER

Reports to the Executive Director. Kitchen Manager is responsible for the daily operations of the kitchen, and provides professional leadership and direction to kitchen staff. Ensure that all recipes, food preparations, and presentations meet restaurant's specifications and commitment to quality. Maintain a safe, orderly and sanitized kitchen; demonstrates this by example, using proper food-handling techniques.

Operations & Implementation

- Ensure kitchen equipment and supplies are set and in place for each shift
- Verify that kitchen staff is aware of set menu and portions servings correctly
- Ensure quality production and presentation of plates and product for guests
- Manage kitchen staff during service to provide rewarding guest experience
- Work closely with Executive Director to ensure kitchen supplies are clean, organized, maintained and well stocked
- Perform additional responsibilities as needed

Qualifications

The Kitchen Manager will be fully committed to All Are Welcome's mission. Ideal candidate will have commercial kitchen experience, preferably in a management role, as well as experience in a volunteer environment working with individuals from a variety of backgrounds and skills.

Other qualifications include:

- Commitment to quality service and food and beverage knowledge
- Awareness of local, state and federal health and sanitation laws
- Understanding of proper use of major kitchen equipment, including stoves, refrigeration, slicer, knives, and dish machine
- Excellent communication skills
- Ability to work in a high-energy and demanding environment
- Demonstrates strong leadership skills and is a team player
- Works well under pressure
- Creative problem solving

VOLUNTEER COORDINATOR

Reports to the Executive Director. Volunteer Coordinator is responsible for recruiting, training and scheduling regular volunteers. Maintain volunteer database, including on-call and backup volunteers. Work closely with other management to ensure a balance of paid and volunteer staff.

Leadership & Management

- Assist in the recruiting, screening, interviewing and training of new volunteers
- Schedule regular volunteer orientation and safety training opportunities
- Develop and update training materials and programs
- Coordinate additional volunteer coverage for special events
- Develop and maintain ongoing relationships with community and organizational leaders to expand volunteer resource pool
- Perform additional responsibilities as needed

Qualifications

The Volunteer Coordinator will be fully committed to All Are Welcome's mission. Ideal candidate will have knowledge and experience working with individuals from a variety of backgrounds and skills. Restaurant, event planning or non-profit organization experience also a plus.

Other qualifications include:

- Excellent verbal and written communication skills
- Computer and technology experience including the MS Office suite – specifically Word, Outlook, Excel and PowerPoint, internet use, social media; website updates and maintenance extremely helpful
- Excellent interpersonal skills
- Ability to understand staff responsibilities and effectively match skills and capabilities to individuals
- Organization and leadership skills
- Works well under pressure
- Awareness of local, state and federal health and sanitation laws
- Creative problem solving

OFFICE SUPPORT

Reports to the Executive Director. Office Assistant is responsible for general administrative tasks by supporting the ED in business management functions, communications and scheduling.

Operations and Implementation

- Receive and distribute communications; collecting and mailing correspondence; copy information
- Maintain contact database
- Coordinate and manage calendar for ED and staff
- Design flyers, newsletters, internet publications and other promotional materials as needed
- Maintain electronic and paper document files
- Track, prioritize, implement and follow through on projects beneficial to the organization

- Light bookkeeping assistance
- Perform additional responsibilities as needed

Qualifications

The Office Assistant will be fully committed to All Are Welcome's mission. Ideal candidate will possess extensive computer experience, attention to detail, self motivation and common sense. Experience in a non-profit human services organization is beneficial.

Other qualifications include:

- Excellent verbal and written communication skills
- Intermediate to Expert level experience with MS Office software, specifically Outlook, Word, Excel and PowerPoint
- Ability to learn and navigate new software and technologies through manuals, online instruction and independent exploration
- Familiarity with QuickBooks a plus
- Excellent interpersonal skills
- Strong organizational skills and attention to detail
- Creative problem solving

DINING ROOM STAFF

Server, Host, Bus

All Front of House staff must be professional in presentation and committed to providing every guest with a rewarding experience in our dining room. Recognition and acceptance of our target clientele as valued members of our community is the highest priority of our customer service staff.

Other qualifications include:

- Attention to detail
- Willingness to learn
- Ability to follow instructions and retain critical food safety handling information
- Effective communication skills
- Physically able to perform required tasks
- Excellent interpersonal skills and a sense of humor
- Prior food service experience helpful

KITCHEN STAFF

Line, Prep, Dish

All Back of House staff must be professional in presentation and committed to providing every guest with a rewarding dining experience. Desire to produce quality product and focus on nutritious, safe foods is the highest priority of our food service staff.

Other qualifications include:

- Attention to detail
- Commitment to safety in high-risk environment
- Willingness to learn
- Ability to follow instructions and retain critical food safety handling information
- Effective communication skills
- Physically able to perform required tasks
- Excellent interpersonal skills and a sense of humor
- Prior food service experience helpful