



# Workforce Development Program: Onboarding New Participants

*Standard Operating Procedure*

## Purpose

To establish a clear and structured onboarding process for new participants in the Workforce Development Program at Central California Food Bank. This SOP ensures participants understand program expectations, receive necessary training, and complete both entry and exit interviews.

## Scope

This SOP applies to all new participants entering the Workforce Development Program at Central California Food Bank and the staff responsible for their onboarding and training.

## Participant Selection Process

1. **Recommendation:** Participants must be recommended by their program before consideration for the Workforce Development Program.
2. **Initial Screening:** Review of participant's background, skills, and suitability for the program based on program requirements.
3. **Interview Process:**
  - Conduct an interview with each recommended participant to assess their suitability for the program.
  - Discuss work expectations, schedules, and responsibilities.
  - Assess readiness and commitment to completing the program.
4. **Acceptance Decision:** Notify their coordinator of acceptance or provide guidance on alternative opportunities if not selected.

## Orientation and Training Process

1. **Program Overview:**
  - Introduction to the Central California Food Bank and Volunteer-Workforce Program.
  - Explanation of the mission, vision, and how workforce participants contribute to the Food Bank's operations and impact on the community.

- Overview of the organizational structure and key staff involved in workforce development.
- Review of position descriptions and how they support the Food Bank's initiatives.

## **2. Policies and Procedures:**

- Time commitment and scheduling expectations specific to the Food Bank's operations.
- Attendance and evaluation criteria in alignment with Food Bank policies.
- Distribution of the Volunteer Handbook, including guidelines tailored to the Central California Food Bank.
- Explanation and signing of the Workforce Agreement Form, outlining participant responsibilities, program expectations, and required commitment duration within the Food Bank.

## **3. Introduction to Staff and Worksite:**

- Staff introductions and key contacts at Central California Food Bank.
- Tour of the warehouse, distribution center, and assigned work areas.
- Overview of work experience benefits, including hands-on skills relevant to the food banking sector.

## **4. Training:**

- Explanation of job duties and responsibilities within the Central California Food Bank.
- Location and use of equipment and supplies commonly used in food distribution operations.
- Completion and signing of the Workforce Acknowledgement Form.
- Review of performance expectations and evaluation process as outlined in the Workforce Agreement Form.
- Scheduling details and expectations based on Food Bank's operational hours and events.

## **5. Safety Procedures:**

- Preventive maintenance overview tailored to Food Bank equipment and facilities.
- Emergency evacuation plans specific to Central California Food Bank.
- Reporting of accidents and safety incidents within Food Bank premises.
- Location of emergency equipment, including first aid stations and fire extinguishers.

## Responsibilities

- **Workforce Coordinator:** Manage the entire onboarding and exit processes. Conduct interviews, provide training, and evaluate participants.
- **Volunteer and Workforce Manager:** Ensures compliance with the SOP and Central California Food Bank policies.
- **Participants:** Complete the required steps and adhere to program expectations set by the Central California Food Bank.

## Documentation

- Workforce Interview Questions
- Orientation and Training Checklist
- Workforce Agreement Form
- Workforce Acknowledgement Form