



## **Training Coordinator - Volunteer Position**

Stratford upon Avon Foodbank is looking for a volunteer to support the Foodbank Manager and Volunteer Coordinator (voluntary position) with the Foodbank's growing volunteer list, recording, and coordinating their training requirements.

### **Overview of the Role:**

The majority of this voluntary work can be undertaken in the volunteers own time, but some daytime availability for occasional meetings is helpful. Foodbank volunteers carry out a wide variety of tasks including warehouse work, supermarket food collections, driving, serving clients at distribution sessions, PR, etc etc. In most cases, a potential volunteer is offered some 'shadowing/ on the job training sessions' before becoming part of the permanent foodbank volunteer team. A volunteer is needed to arrange these training sessions, in liaison with other key volunteers such as the Foodbanks Rota Manager and the Volunteer Coordinator. This role will also assist the Foodbank Manager in keeping accurate training records and assisting with volunteer training days as required.

### **Time Commitment**

The Training Coordinator works closely with the Foodbank Manager and Volunteer Coordinator, and should allow at least 8- 12 hours a week. The level of activity will vary depending on whether there is a recruitment drive going on. We would hope that emails could be monitored twice a week, cover will be arranged for holiday etc

### **What is Stratford upon Avon Foodbank?**

We are an independent charity helping local people in crisis. We do this by providing food parcels to clients referred to us by partner agencies, and providing 'signposting' information to help clients improve their situation. The Foodbank is part of the Trussell Trust's network of 400+ foodbanks, and benefits from operational guidance provided by the Trust. We provide an average 200 food parcels a month. The distribution sessions and warehousing is at the Foodbank's cabin on the carpark at the Tesco's Maybird store. Currently largely funded by Stratford's Town Trust, we have a board of Trustees to guide our work and benefit from a foodbank manager employed five days a week to oversee our operation.

### **Requirements:**

This position would be suitable for all volunteers, either new to the foodbank or already volunteering with us. Useful skills include computer literacy, e.g. being comfortable with excel, word processing and email. Other non-essential skills would include experience in setting up databases, Social Media, the use of Drop Box (to allow for collaborative working) and some knowledge HR. Most importantly the volunteer will need to be an excellent team player with good interpersonal skills and able to deal confidently and calmly with a wide variety of people, face to face, by phone and by email.

### **How to Apply**

If you are interested in this hugely rewarding role please email Marion Homer (the Foodbank Manager) on [volunteer.suafoodbank@gmail.com](mailto:volunteer.suafoodbank@gmail.com) stating reasons for suitability. In the case of more than one suitable application, informal interviews may be held.

### **IMPORTANT NOTES:**

This role description reflects the hopes and intentions of the organisation and is not intended to be contractually binding on either party, or to form a contract of employment. Please note that the Foodbank is a Christian organisation and welcomes volunteers of all faiths and none.

### **For more information**

Please read volunteer task description below and/or email [volunteer.suafoodbank@gmail.com](mailto:volunteer.suafoodbank@gmail.com) or call the Foodbank Manager Marion Homer on 07736 611323 for more information.

## **Training Coordinator - Task Description-**

***please note this is new role for the Foodbank so tasks may evolve as the role develops .***

- Managing Foodbank training related emails from a dedicated Gmail address.
- On a monthly/weekly basis work with the warehouse and supermarket rota managers to ensure new volunteers are placed appropriately
- To ensure that all new volunteers are furnished with a hand book, operational guidance related to their specific area of work – eg front line, supermarket collection procedures, box packing etc
- Regular phone contact with the team leaders managing trainee sessions to ensure they are aware a new volunteer will be joining them
- Telephone contact after every training session with both the team leader and the new volunteer to see how the session went
- To provide a report to the volunteer coordinator/Foodbank Manager of the numbers of volunteers in training, and in which area
- Assisting the Foodbank Manager with Volunteer Training eg
  - Keeping a record of training received and training required by volunteers
  - Monitor training resources available to the Foodbank eg safeguarding training
  - Contact with local authority resources eg CAVA etc
  - Ensuring warehouse volunteers undertake safe lifting training (involves warehouse volunteers watching a DVD and completing a small questionnaire which needs marking and results collated)
  - Supporting the Foodbank Manager in planning and running volunteer training days
- Updating the Volunteer handbook (using Trussell Trust Templates)
- In partnership with the volunteer coordinator consider recognition of Volunteer Long Service (pin badges?), birthdays, anniversaries etc.
- Supporting the Foodbank Manager in organising volunteer events eg. Summer tea parties, quizzes, a Christmas Carol Service,
- When appropriate organising informal exit interviews for volunteers leaving the Foodbank