



## **Volunteer Coordinator -Volunteer Position**

Stratford upon Avon Foodbank is looking for a volunteer to support the Foodbank Manager with the Foodbank's growing volunteer list, and to undertake other volunteer coordination as required.

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

It is expected that the majority of this voluntary work can be undertaken in the volunteers own time, but some daytime availability for occasional meetings is helpful. Given the importance of this role the Volunteer Coordinator will also serve on the Foodbank's Management Committee, typically meeting on a Thursday at 4pm every 6- 8 weeks. Foodbank volunteers carry out a wide variety of tasks including warehouse work, supermarket food collections, driving, serving clients at distribution sessions, PR,etc etc. The Volunteer Coordinator will assist in recruiting and managing a list of volunteers and allocating tasks as required. A key element of this work will involve monitoring a Gmail box, responding to volunteer enquires and ensuring volunteer records within the Gmail account are kept up to date. The volunteer coordinator will also process new volunteer applications forms and check references.

### **Time Commitment**

The Volunteer Coordinator works closely with the Foodbank Manager, and should allow at least 10-12 hours a week. The level of activity will vary depending on whether there is a recruitment drive going on. In an ideal we would hope the volunteer coordinator could check the gmail account once every 2 days, cover will be arranged for holidays 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, the use of Survey Monkey, 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 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.

### **Volunteer Coordinator- Task Description- all undertaken with the support of the Foodbank Manager**

- Profiling current volunteers and recording information such as:
  - Availability
  - Volunteer skills / expertise; eg driving, working with young people, trustee experience
  - Interest in a specific area of Foodbank work
  - Record of health issues and contact numbers in the event of an emergency
- Processing application forms, sending out handbooks, following up references
- Managing and monitoring the Foodbank's Volunteer Gmail account eg:
  - Respond to enquiries about volunteering
  - To manage a volunteer holding list keeping in touch with potential new volunteers whilst a suitable volunteering opportunity is found
- Attending a 6/8 weekly Management Committee Meeting and reporting on:
  - Number of people actively volunteering
  - Number of volunteers on the holding list
  - Volunteer vacancies or need for recruitment
  - Training opportunities available to the Foodbank
  - Volunteers standing down and reasons why
  - Any other relevant information
- Updating the Volunteer handbook (using Trussell Trust Templates)
- Updating the Volunteer Application Form (using Trussell Trust Templates)
- Maintaining a contact list for all Committee Members, Trustees, Team Leaders and other regular volunteers
- To look at how the Foodbank can offer assisted volunteering
- To look how young people volunteering might assist with Duke of Edinburgh awards etc.

#### Loge Term Tasks

- Recognition of Volunteer Long Service (pin badges?), birthdays, anniversaries etc.
- Supporting 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
- Monitoring volunteer hours to ensure no one volunteer routinely provides more than the equivalent of two days a week (nb possible exceptions at Harvest and Christmas Time)
- Setting up signing in and out sheets at the start and end of each shift and working with Warehouse Coordinator and Front Line Coordinator/Team leaders team leaders to implement these
- Assisting with the creation of volunteer posters (using Trussell Trust Templates)
- Consider the development of a volunteer coordination team as work load requires
- Developing a network of people/organisations to assist with volunteer recruitment eg VASA, CAB, Timebank etc etc