

## Referral Agency Liaison Assistant - Volunteer Role

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

Clients are referred to Stratford Foodbank via Referral Agency partners. This role will form part of team of 4-5 volunteers working in the area Referral Agencies work. The Referral Agency Liaison will support the (Volunteer) Agencies Coordinator and Foodbank Manager in maintaining, and developing the Foodbanks relationships with their Referral agency partners. This work will involve email, phone, and face to face communication

### **Requirements**

- A high degree of confidentiality, discretion and accuracy
- Familiarity with gmail, microsoft office etc etc
- Excellent communicator and team player although much of the work will be done remotely in own time
- A large degree of personal organisation, ability to prioritise, and administration efficiency
- Access to a computer, printer and internet to complete the work
- Purchase stamps, paper, ink etc and reclaim costs through Foodbank's expense system
- Able to work under own initiative, NB support always available from the Foodbank Manager

### **Time commitment**

Four to eight hours a week although week by week the volume of work may differ. Work can be undertaken in your own time and your own convenience e.g. evenings, weekends etc. although some daytime availability would be helpful so phone calls and meetings can be arranged with Referral agency contacts. Occasional meetings may be required but these will be arranged at volunteer's convenience.

### **Description of tasks**

*All tasks will be undertaken in partnership with the (Volunteer) Referral Agencies Coordinator and support from the Foodbank Manager*

- Manage the Agencies dedicated Gmail account, checking twice a week where possible
- Manage the application process for new Referral Agencies (RAs)
- Sign up new RAs on all databases etc.
- Discuss voucher errors, reported by Data Entry volunteers, with each RA
- Circulate notices and other information, as required, to all RAs
- General liaison with RAs by phone, email and face to face when appropriate
- Quarterly analysis and reporting of clients using the foodbank 3 times or more
- Reviewing specific clients with RAs
- General monitoring of RA activity
- Updating and maintaining contacts list in Agencies dedicated Gmail account
- Update and maintain the Directory of RAs
- RA training as necessary via meetings and use of power point slides (these will be provided and training provided)
- Ensuring Referral Agency Signatory lists are kept updated both physically (for the front line team) and electronically in a dropbox folder for Foodbank colleagues reference

### **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.

**How to Apply** If you are interested in being considered for this role please email Marion Homer (the Foodbank Manager) on [volunteer.suafoodbank@gmail.com](mailto:volunteer.suafoodbank@gmail.com) stating reasons for suitability. Screening interviews may be held, and all applicants will need to provide the names of two referees

**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 Stratford upon Avon Foodbank is Christian organisation and welcomes volunteers of all faiths and none.

For more information: Please ensure you have read the task description above – should you have any further questions please email Marion Homer the Foodbank Manager on [volunteer.suafoodbank@gmail.com](mailto:volunteer.suafoodbank@gmail.com) or call on 07736 611323.