

## **FRONT LINE TEAM – VOLUNTEER ROLE**

### **Overview**

We are looking for volunteers to help at our food distribution sessions. Volunteers will greet our clients, chat with them, offer them signposting information and provide them with a food parcel. Full training will be provided at taster sessions. It is essential to have mobile phone and be proficient with email. Suitable volunteers will be flexible team players, have passion for helping those in need and be able to handle confidential information with discretion. The work will be carried out at our Foodbank Distribution Cabin on the carpark at Tesco on Stratford's Birmingham Road. Sessions run on Monday 5 – 6.30pm, Tuesday 12 – 2pm, Thursday 5 – 6.30pm and Friday 12- 2pm at our Foodbank Cabin next to Tesco on the Birmingham Road. Attendance 10 minutes prior to the session is helpful to set up, and 15 minutes or so afterwards to tidy away.

### **Time Commitment:**

A minimum of 4 hours a month, may vary according to the rota and your availability, plus attendance at occasional meetings held at mutually convenient times.

### **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 feed an average 190+ people a month of which 25%+ are children. Our 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 two days a week to oversee our operation.

### **How to Apply**

Email our Volunteer Coordinator on [volunteer.suafoodbank@gmail.com](mailto:volunteer.suafoodbank@gmail.com) stating reasons for suitability. Depending on the numbers of enquiries we receive there may be an informal interview. For further information please email [volunteer.suafoodbank@gmail.com](mailto:volunteer.suafoodbank@gmail.com) or call our Foodbank Manager Marion Homer on 07736 611323. Applicants will need to supply details of two referees.

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

## **Key tasks and attributes**

- Being available to attend at least two distribution sessions a month - sessions are run on Tuesday 12 – 2pm, Thursday 5 – 6.30pm and Friday 12- 2pm at our Foodbank Cabin next to Tesco on the Birmingham Road. Attendance 10 minutes prior to the session is helpful, to set up, and 15 minutes or so afterwards to tidy away.
- With guidance from front line team leader:
  - Receive vouchers, check validity, and complete voucher administration accurately, securely and discreetly
  - Offer a listening ear and signpost clients as required to further support using information from the signposting folder/leaflets
  - Pass food parcels to clients
  - Ensure clients sign the packing list when they are given their food parcel
  - follow foodbank procedures and policies
- Wear branded clothing/name badges
- Create a welcoming and caring atmosphere for our Foodbank clients
- Handle confidential information in a discreet and professional manner
- Be able to cope well under pressure
- Report any health and safety concerns to the Front Line Coordinator and/or Foodbank Mgr.
- Attend occasional meetings
- Please note that there are no toilets at our cabin, we use the facilities provided at Tesco

**-ends-**