

FRONT LINE TEAM LEADER – VOLUNTEER ROLE

Overview

To ensure the delivery of our important town service we are looking for volunteers for the key role of Foodbank Team Leader. As a Team Leader, you will oversee our food distribution session, guiding a small team of volunteers as we meet our clients, and liaise with the Foodbank's (Volunteer) Front Line Coordinator and the Foodbank Manager. Full training will be given. 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 willing to undergo a DBS check. You will need to offer availability monthly at one of the following sessions Monday 5-6.30pm, Tuesday 12 – 2pm, Thursday 5 – 6.30pm and Friday 12- 2pm, plus 30 minutes either side of these sessions to set up and clear away. The work will be carried out at our Foodbank Distribution Cabin on the carpark at Tesco on Stratford's Birmingham Road.

Time Commitment:

A minimum of 4 hours a month, may vary according to the rota and your availability, plus attendance at occasional team leader 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. 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 two days a week to oversee our operation.

How to Apply

Email our Volunteer Coordinator on 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 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 lead at least two distribution sessions a month - sessions are 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. Team leaders will be expected to arrive about 30 minutes prior to the session, to set up, and 15- 30 minutes or so afterwards to tidy away.
- Effectively lead a team of front line foodbank volunteers (ie those who meet and greet our clients) and work partnership with warehouse volunteers who collate our food parcels.
- Oversee and delegate food distribution tasks that might include making refreshments, checking vouchers and speaking with clients.
- Ensure front line foodbank volunteers follow foodbank procedures and policies; including wearing branded clothing/name badges and following safeguarding policies as directed by Front Line Distribution Coordinator
- Create a welcoming and caring atmosphere for our Foodbank clients
- Offer a listening ear and signpost clients as required to further support using information from the signposting folder/leaflets
- Handle confidential information in a discreet and professional manner
- Receive vouchers, check validity, and complete voucher administration accurately, securely and discreetly
- Ensure clients sign the packing list when they are given their food parcel
- Be able to cope well under pressure
- Report any health and safety concerns to the Front Line Coordinator and/or Foodbank Mgr
- Lead a volunteer debrief at the end of each session
- Report back via email to the Foodbank Manager and Front Line Coordinator after each session highlighting issues or concerns, and reporting on numbers fed
- Attend occasional team leader meetings
- Please note that there are no toilets at our cabin, we use the facilities provided at Tesco

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