

Hammersmith and Fulham Foodbank



Volunteer Role Description

Role: Foodbank Session volunteer

Time commitment: At least one half day per week, usually 3.5 hours. We would hope you can commit to more than one session.

Where and When:

Day	Time	Venue
Monday	1pm to 3pm	Shepherds Bush, W14 0DA
Tuesday	10am to 12.30pm 1.30pm to 4pm	Fulham, SW6 2TX White City, W12 7QR
Wednesday	10am to 12.30pm	Old Oak, W12 0SD
Thursday	1pm to 3pm	Shepherds Bush, W14 0DA
Friday	10am to 12.30pm 2pm to 4.30pm	Fulham, SW6 2TX White City, W12 7QR
Saturday	10am to 12noon	White City, W12 7QR

Overview of the role: This role involves providing direct support to people who attend one of our Foodbank sessions

Key tasks

- Set up and set down the session, including manual handling of tables, chairs and food crates (safety in manual handling training provided)
- Welcome clients to the foodbank centre and check their referral status on our database (training provided)
- Talk through their food package requirements and prepare their food parcels according to the standard packing lists
- Make refreshments and tidy up as required during the session
- Offer a listening ear to clients, with the goal of understanding the root causes of their need for Foodbank. This is achieved by having good knowledge of our internal referral projects and external signposting options. Training and guidance will be provided
- Work under the guidance of the session supervisor
- Deliver your role with consideration of the health & safety, confidentiality and safeguarding concerns for your team and service users. Any concerns to be reported to your session supervisor or the staff contact for your session

About you

- Strong team player
- Excellent communication skills
- Empathetic

- Has an eye for detail
- Organised and self-motivated
- Able to perform manual handling tasks

Benefits of volunteering

- ❖ Using your existing skills to make a difference
- ❖ Meeting new people who share your passion to eradicate poverty in the community
- ❖ Making a real difference to those needing to use Foodbank
- ❖ Helping to ensure a dignified experience to anyone visiting a Foodbank

Support

- ➔ Before you start you will have the opportunity to shadow experienced volunteers and conduct an induction to your role.
- ➔ Induction training includes Safeguarding, Manual Handling and Food Hygiene with other optional training offered.
- ➔ Every session has a volunteer supervisor who will provide a briefing, assign roles and support as required.
- ➔ Each session also has a staff member on call as required, for example to escalate any safeguarding concern.

How to apply

Please complete our application form. We will then contact you with further details of the recruitment process.