

Hammersmith and Fulham Foodbank



Volunteer Role Description

Role: The Hub volunteer

Where: The Hub, 75 Bloemfontein Road, White City, W12 7DA

When: Tuesday to Friday during office hours

Time commitment: Minimum 1 day (or 2 half days)

Overview of the role: This role involves providing support to those calling in to use The Hub services, as well as helping organise donated clothes and toys and keep The Hub centre clean, tidy and welcoming.

Key tasks

- Set up and set down the session, including refreshments, computer equipment, signing in sheets, etc
- Meet and greet for The Hub drop in sessions, outline services available and eligibility criteria for our different projects
- 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 and direct to other local services and support available. Training and guidance will be provided
- Record those attending Hub sessions on the appropriate systems for the projects they are eligible for
- Work under the guidance of the Hub Supervisor
- Deliver your role with consideration of the health & safety, confidentiality and safeguarding concerns for The Hub team and service users. Any concerns to be reported to The Hub Supervisor.

About you

- Strong team player
- Excellent communication skills
- Empathetic
- Has an eye for detail
- Organised and self-motivated

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
- ❖ Working as part of a team having an impact on the White City community
- ❖ Helping to ensure a dignified experience to anyone visiting The Hub

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.
- Hub Supervisor available to deal with any difficult situations and support and guide as required

How to apply

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