

# 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. We need you for 30mins before and after each session.

### Where and When:

Day	Time	Venue
Monday	12.30pm to 3.30pm	Shepherds Bush, W14 0DA
Tuesday	9.30am to 1pm 1pm to 4.30pm	Fulham, SW6 2TX White City, W12 7QR
Wednesday	9.30am to 1pm	Old Oak, W12 0SD
Thursday	12.30pm to 3.30pm	Shepherds Bush, W14 0DA
Friday	9.30am to 1pm 1.30pm to 5pm	White City, W12 7QR Fulham, SW6 2TX
Saturday	9.30am to 12.30pm	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.