

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 one day (or two half days)

Overview: We provide food at our sessions, but The Hub is where we deliver our wraparound support and address the root cause of why people need Foodbank. As a Hub volunteer, you will become our expert in signposting to other services in the borough. You will support the delivery of innovative projects: Alexander Rose fruit and veg vouchers, Art Therapy, Feed The Fridge and more. Help support and empower the local community to build skills and resilience, support individuals and families in need and assist people using The Hub services.

Key tasks

- **Hub Sessions:**

Assist in setting up and dismantling sessions, including arranging refreshments, preparing computer equipment and managing the signing-in form.

Gather comments, feedback, and client stories to help promote the impact of our services.

- **Client Engagement:**

You are the crucial point of contact for clients using The Hub. Your role involves offering assistance, information, and a compassionate presence to clients during their visits.

Act as the welcoming face of The Hub during drop-in sessions. Provide information about available services and eligibility criteria for different projects.

- **Active Listening and Support:**

Offer a compassionate and empathetic ear to clients, aiming to understand why they need Foodbank services and know the range of local support services. Training and guidance will be provided for this aspect of the role.

- **Attendance Recording:**

Maintain accurate records of clients attending Hub sessions, ensuring that information is correctly logged into the appropriate systems for the relevant projects they are eligible for. This is reported to our funders.

- **Guidance and Support:**

Work closely with the Hub Supervisor, following their guidance and support, and report any concerns related to health and safety, confidentiality, or safeguarding.

- **IT Assistance:**

We offer free access to our computers and printing. Support clients with basic IT needs, such as logging into their email accounts, setting up new email addresses, printing, and using the internet.

- **Maintain the Hub Space / Refreshments:**

Prepare and serve hot/cold drinks and snacks during sessions. Keep The Hub area clean, tidy and organised throughout the day. Promote a welcoming space for all visitors.

- **Stock Management:**

We accept donations of clothing, children's toys, books and games. Ensure that donated stock, including clothes and toys, is updated and organised appropriately.

About you:

- **Strong Team Player:** You thrive in a collaborative environment and enjoy teamwork.
- **Excellent Communication Skills:** You will support vulnerable people, often in crisis. Effective communication is vital to assess, support and offer guidance.
- **Empathetic:** You are compassionate and can connect with clients, understanding their unique situations.
- **Attention to Detail:** You have a keen eye for detail, ensuring tasks are carried out accurately.
- **Organised and Self-Motivated:** You can manage tasks independently while maintaining organisation.

Benefits of Volunteering:

- **Use and Develop Skills:** Use existing skills and learn new skills, knowledge and resources to make a meaningful impact.
- **Community Engagement:** Meet new people who share your passion for eradicating poverty in the community.
- **Direct Impact:** Make a real difference to individuals needing Foodbank services and capture their stories to promote how Foodbank changes lives.
- **Teamwork:** Work as part of a dedicated team to positively impact the White City community.
- **Dignified Experience:** Help ensure that all visitors to The Hub have a dignified, compassionate and respectful experience.

Support:

- **Shadowing and Induction:** Before you begin your role, you will shadow experienced volunteers and undergo an induction specific to your role.
- **Training:** Induction training includes topics such as GDPR, Safeguarding, Manual Handling, Active Listening, Health and Safety, Unconscious Bias, Having Courageous Conversations and Food Hygiene. Additional optional training opportunities will be offered according to your role.
- **Supervisor Guidance:** The Hub Supervisor is available to assist with challenging situations and provide support and guidance as needed.