



<https://letsworth.foodbank.org.uk/>
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Role Distribution Centre Volunteer

Reporting to Volunteer Coordinator at Distribution Centre

Based Distribution Centre (Baldock / Hitchin / Letchworth)

We are committed to ensuring anybody visiting a food bank is welcomed, valued, and treated with dignity. Volunteers take time to discuss food requirements, offer a listening ear and, when appropriate, signpost people for further support and help (e.g., Citizens Advice)

As a Food bank centre volunteer, you will play a vital role giving direct support to people who use food banks, meeting and greeting people coming into the food bank, making them feel comfortable and providing further signposting support where appropriate.

In this role you can make a real difference to people's lives providing vital help and support to those in crisis in your local community.

What you will be doing

- Welcome clients to the foodbank centre
- Receive vouchers, check validity, and distribute corresponding food parcels received from the Warehouse.
- Direct the client to the description of how their data is used
- Order food parcel supplies from the Warehouse as appropriate
- Offer a supermarket voucher, toiletries, fresh food if available
- Place credit on a client's fuel stick if requested by the referral agency and if a reasonable mechanism exists
- Record the attendance and any voucher / fuel allowance given as per local guidance
- Offer a listening ear and signpost clients to CAB if they are receiving multiple vouchers
- Work under the guidance of the session leader and report any health & safety or safeguarding concerns to the project manager/session supervisor
- Receive food donations from members of the public and thank them
- Exercise reasonable judgement with respect to items provided if client is awkward / abusive / out of area i.e., food only
- (You may be invited to participate in voluntary one-off events e.g. related to holiday food provision etc)

The skills you need

- Strong team player
- Excellent communication skills

- Empathy
- An eye for detail
- Organised and self-motivated
- Ability to do some heavy lifting

What's in it for you

- Using your existing skills to make a difference
- Meet new people who share your passion to eradicate poverty in the community
- Make a real difference to the running of your food bank

Notes

Volunteers can access our privacy policy for Volunteers [here](#), and will be required to provide contact email and phone number, together with an emergency contact name and phone number. You should also share any changes in your health profile which may affect your ability to perform the role with your Volunteer Coordinator.

30/01/23