



Volunteer Guide and Application Form

The core function of the Foodbank is to provide emergency food to those in need (clients). Emergency food parcels provide 9 nutritionally balanced meals (3 days) for clients. A client receives a food parcel at one of the distribution centres in exchange for a food voucher.

This process requires the prior assessment of need to be carried out by referral agencies. In this way, the foodbank separates itself from the identification of a person's need, and places this in the hands of professionals who would meet these people during the course of their work. Thus, we can be sure that not only is there a proper assessment of immediate need, but also the longer-term requirements of the client can be addressed.

This is only successful if we have sufficient people to support the process.

Volunteers are needed in various roles:

- i) Warehouse Team in Letchworth: sorting and packing food donations.
- ii) Distributions Centre in Letchworth, Hitchin and Baldock: as Welcomers - speaking with the clients, sorting food parcels, making tea etc.
- iii) Drivers collecting food parcels from the warehouse in Letchworth and taking to the distribution centres in Letchworth, Hitchin & Baldock; collecting donations from supermarkets and occasionally schools etc. Needs use of own car. Mileage is paid.
- iv) Occasionally other roles arise such as data analysis of Foodbank usage; managing and updating the website.

Key Skills

- ◆ Ability to work as part of a team and support other team members
- ◆ Listening skills
- ◆ Good people skills

Personal Attributes

- ◆ Willingness to get "stuck in"
- ◆ Thoroughness
- ◆ Desire to work with people from all diverse backgrounds
- ◆ Reliability

Further details are overleaf for all the volunteer roles required.

Locations (and Operating hours)

The warehouse is in Letchworth	(9.00 am – 12.00 pm, Tuesday & Friday).
Letchworth distribution centre:	Howard Memorial Hall, Norton Way South (9:45 am – 12:15 pm, Tuesday & Friday)
Hitchin distribution centre:	Westmill Community Centre, John Barker Place (9:45 am – 12:15 pm, Tuesday & Friday)
Baldock distribution centre:	St. Mary's Church Hall, Church St. (9:45 am – 11:45 am, Tuesday & Friday)

Outline of Volunteer Roles

Warehouse

Volunteers process the incoming and outgoing of stock. This involves the weighing in and checking of incoming stock. All stock is stored according to best before date. Outgoing stock is the parcels made up for clients. You should bear in mind that work in the warehouse does involve lifting and bending.

Distribution Centre

The volunteers set up the centre for the session, making sure the environment is friendly and welcoming. When the session is open, the role is to listen to clients, as well as give out food. On arrival; clients present their voucher; whilst their food package is being processed; they are offered an opportunity to chat if they want. Distribution centre volunteers need to be good listeners with an ability not to judge. If appropriate, clients can be given details of other agencies that might be able to help. At the end of the session the volunteers clear and tidy the centre.

Drivers

Drivers are needed to go between the warehouse and the distribution centres, as well as delivering stock and taking donations of goods back to the warehouse. They also have to be available for emergency pick-ups if we get a request for a parcel we do not have at the distribution centre, as well as to collect food donations from supermarkets and other donation points (e.g. schools; churches). Drivers are based at the warehouse. Other ad hoc journeys may on occasions be required.

All drivers must have a full driving license and up-to-date car insurance. Drivers must inform their insurer that they use their car as part of volunteering (This should not incur any extra cost). Their insurance documents must include confirmation from the insurer that their policy covers volunteer driving. Drivers must also ensure their car has an up-to-date MOT if required.

All drivers will be asked to show their documents to the Warehouse Manager.

Please be aware the roles involve the lifting of what can be heavy bags of food items; therefore you should be physically fit enough to undertake this role.

Volunteer Application Form

Thank you for your offer to help with Letchworth Foodbank. In order for us to process your application, could you please answer the following questions.

Title:

Full name: (BLOCK CAPITALS)

Address:

Post code:

Tel No:

Email:

Date of birth:

Next of Kin:

Name:

Tel No:

Relationship to you:

References *(not family member please)*

Referee 1

Name:

Daytime tel. number or email address:

Relationship to you:

Referee 2

Name:

Daytime tel. number or email address:

Relationship to you:

Emergency contact if different from Next of Kin

Name:

Daytime tel. number or email address:

Relationship to you:

I would be interested in helping regularly in the following area(s): (Please mark with a X)

- | | |
|--|--|
| <input type="checkbox"/> Foodbank Centre | <input type="checkbox"/> Warehouse |
| <input type="checkbox"/> Maintenance/ DIY | <input type="checkbox"/> Assisting in the Office |
| <input type="checkbox"/> Marketing/ Public relations | <input type="checkbox"/> Fundraising |
| <input type="checkbox"/> Supermarket collections | <input type="checkbox"/> Delivery or Collections (using own vehicle) |
| <input type="checkbox"/> Specialist Skills: | |



I am available for: *(Please mark with a X and circle as appropriate)*

- ☐ One off events, e.g. Supermarket collections, Harvest food sorting, Annual Stocktake
- ☐ 1 to 4 hours a week: Tuesday AM Friday AM
- ☐ Full day(s) occasionally on Mon Tue Wed Thurs Fri Sat Sun
- ☐ Other (Please specify:)

Do you have any health problems that we should be aware of?

Yes ☐

No ☐

If yes, please give details:

Please tell us about your previous work experience or qualifications:

Would you be willing for us to submit for a DBS criminal record check, if required?

Yes ☐

No ☐

Do you have any criminal convictions (except those 'spent' under the Rehabilitation Offenders Act 1974)? *(This does not necessarily prevent you from volunteering)*

Yes ☐

No ☐

If Yes, please give details:

Please state your reasons for volunteering:



Please give any information you think may be useful to us:

How did you hear about volunteering at Letchworth Foodbank?

Data Protection

Letchworth Foodbank will hold your details on file but will not release them to a third party.

I confirm that the above information is complete and correct. I consent to the processing of this data in the consideration of my application and during my volunteering, if applicable

Signature:

Date:

Signature of parent/guardian
if applicant is under 18:.....

Date:

When you have completed this form, you can:
email it to: info@letchworth.foodbank.org.uk.

Or deliver by hand on a Tuesday or Friday to any of our 3 distribution centres.

Or post to: Letchworth Foodbank
Unit 13, Such Close,
Letchworth Garden City
SG6 1JF

Letchworth Foodbank is committed to protecting your privacy and will process your personal data in accordance with current data legislation. Your data will not be used in relation to your volunteering activity. It will only be seen by foodbank personnel responsible for your volunteering. It will not be sold or passed to any organisation. A full data privacy statement for volunteers is available from the foodbank on request.