

Volunteer Job Description – Food surplus collection /

Food Distribution

Our food bank volunteers, play a vital role in giving direct support to people who use our food bank. Their roles are varied, though mostly encompassing receiving food from our food distributor partners, preparing food parcels, registration, deliveries to house bound users, meeting and greeting people coming into the food bank, making them feel comfortable and contributing to the smooth running of the food bank.

Duties:

- To be able to work as part of a team of front-line volunteers
- As directed by the team leader to take part in various tasks which might include packaging, sorting donations, speaking with clients and assisting them if needed.
- As directed by the volunteer team leader to follow foodbank procedures and policies, including wearing branded clothing/name badges and following safeguarding policies
- Create a welcoming and caring atmosphere for our Foodbank clients
- As directed ensure clients sign the packing list when they are given their food parcel
- Be able to cope well under pressure – sometimes sessions can be very busy and clients' stories may be distressing – front line volunteers need to offer sympathy and empathy, be non-judgemental and ensure the distribution session is works well for all clients and volunteers.
- Report health and safety concerns to the coordinator and/or Interim Operations Manager.
- Keep the food distribution area clean and free of spills
- Occasionally help keep carts in order
- Attend occasional meetings
- Attend any relevant trainings
- Seek support from staff for unusual challenges

Qualifications:

- Friendly
- Desire to serve others
- Willingness to follow directions
- Ability to work as part of a team
- Ability to remain calm in stressful situations

Physical Demands:

- Ability to bend, reach, and grasp food items

Time Commitment:

Time commitment varies depending on volunteer availability. A typical shift will be 3-5 hours, once per week. If enable to commit to a regular weekly shift, volunteers may opt to be placed on an alternate list to be called whenever there is a volunteer absence.

Expenses/travel reimbursed against receipts" if applicable.