

Volunteer Role Profile



Volunteer Role

Foodbank Centre Assistant (Hatfield)

Volunteer Manager

Hatfield Foodbank Manager

Where you will be based

Community

Why we want you

This role involves providing support to people who use food banks. Packing and providing food parcels, making people feel comfortable and providing further signposting support where appropriate.

What you will be doing

- Welcome clients to the foodbank centre
- Receive vouchers, check validity, and prepare food parcels according to the standard packing lists
- Make refreshments and tidy up as required during the session
- Offer a listening ear and signpost clients, as required, to further support, using information from the signposting folder/leaflets
- Offer prayer to clients, when appropriate (if a volunteer is happy to do so)
- Work under the guidance of the session leader and report any health & safety or safeguarding concerns to the manager/session supervisor

The skills you need

- strong team player
- excellent communication skills
- empathetic
- have an eye for detail
- Organised and self-motivated

What's in it for you

- use 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
- help to ensure a dignified experience to anyone visiting a food bank
- signpost people for further support which can help lift them from poverty