

# Volunteer Role Profile



Volunteer Role	<b>Food bank centre helper</b>
Volunteer Manager	<b>Food bank project manager</b>
Where you will be based	<b>Community</b>

## Why we want you

We are committed to ensuring anybody visiting a food bank is welcomed, valued and treated with dignity. Volunteers take time to share a warm drink, discuss food requirements, offer a listening ear and, when appropriate, signpost people for further support and help.

As a Food bank centre helper you will play a vital role giving direct support to people who use food banks, meeting and greeting people coming into the food bank, packing their food parcels, 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 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 project manager/session supervisor

## The skills you need

- Strong team player
- Excellent communication skills
- Empathetic
- Has an eye for detail
- Organised and self-motivated

## 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