

Ribble Valley Foodbank Volunteer Role Description



Role: Centre Lead

Where: Clitheroe distribution centre at Trinity Methodist Church

When: Friday mornings

Time commitment: Two Fridays a month

Main contact: Foodbank Manager

Overview of the role: To lead a team of volunteers to ensure that all areas of the food bank centre is run efficiently and to a high standard, in accordance with the Trussell franchise model and statutory requirements.

Key tasks

- Lead the volunteer team at the food bank centre
- Deal appropriately with incidents, unforeseen events, or any other issues
- Facilitate a brief team meeting and prayer for food bank volunteers at the beginning and end of each session
- Report on any concerns regarding the day-to-day operation of the food bank to the Foodbank Manager
- Ensure that the processes and procedures are followed as per the food bank Operating Manual
- Maintain suitable sign-posting resources to assist signposting volunteers in pointing clients to other local agencies for further support
- Ensure that the food bank centre is a safe space for all clients and volunteers, that safeguarding procedures are implemented, and client confidentiality respected
- Monitor health and safety and maintain records of accidents and near misses
- Monitor stock levels and liaise with the warehouse team to request re-supply of food and other provisions
- Communicate with referral agencies about queries or issues arising from vouchers presented by clients
- Refer local press enquiries to the Foodbank Manager

Skills required

- Ability to lead and work as part of a team
- Ability to handle difficult situations, including conflict
- A confident and calm manner when speaking with others
- Well organised and self-motivated
- Empathic and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds
- Honesty and integrity
- Passionate about tackling poverty
- A good timekeeper, arriving for your shift on time

Benefits of volunteering

- Using your existing skills to make a difference
- Meeting new people who share your passion to end poverty in our community

Support

- You will be given all the required training and support before starting your role.
- You will have a main contact throughout your time volunteering. Your main contact will be the Foodbank Manager

How to apply

To apply for this role, access the application form at www.rvgt.org.uk/foodbank-volunteers (or scan QR code) and email completed application forms to applications@rvgt.org.uk.

