

Ribble Valley Foodbank Volunteer Role Description



Role: Signposting Volunteer

Where: Clitheroe distribution centre at Trinity Methodist Church

When: Friday mornings

Time commitment: Two Fridays a month

Main contact: Session Leader/ Foodbank Manager

Overview of the role: This role involves providing direct support to clients referred to the food bank centre. The volunteer will sit down and talk with food bank visitors, make them feel comfortable, identifying what additional support they may need, and signpost them to other services or groups where appropriate.

Key tasks

- Make food bank visitors feel welcome
- Sit down with visitors and engage in conversation with them
- Offer a listening ear and signpost clients as required, to further support, using information from the signposting folder/leaflets
- Add any useful resources to the signposting folder
- Facilitate the offer of prayer to clients, when appropriate
- Work under the guidance of the session leader and report any health & safety or safeguarding concerns to the session leader/project manager
- Be willing to attend training provided by the food bank

About you

- Strong team player
- Excellent communication skills
- Empathetic
- Excellent listening skills

Benefits of volunteering

- Using your existing skills to make a difference
- Meeting new people who share your passion to eradicate poverty in our community
- Making a real difference to the running of your food bank

Impact of your role

- Helping to ensure a dignified experience to anyone visiting food bank
- Signposting people for further support which can help lift them out of poverty

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.

