

## Role Description

**Role:** Food bank centre assistant

**Where:** at allocated Distribution Centre

**When:** 12.30pm-3.30pm at chosen centre

**Overview of the role:** This role involves provide direct support to people who use food banks. Packing their food parcels, making them feel comfortable and providing further signposting support where appropriate.

### Key tasks

- 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 foodbank manager/session supervisor

### About you

- Excellent communication skills
- Strong team player
- Empathetic
- Has an eye for detail
- Organised and self-motivated
- Benefits of volunteering
- 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.
- Impact of your role
- Helping to ensure a dignified experience to anyone visiting a food bank.
- Signposting people for further support which can help lift them from 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 Fran Chamings

### How to apply

For more information, please contact [hr@westberks.foodbank.org.uk](mailto:hr@westberks.foodbank.org.uk) or fill in our application form <https://westberks.foodbank.org.uk/give-help/volunteer/>