

Role Description

Role: Signposting Volunteer

Where: At allocated Distribution Centre

When: 12.30pm -3.30pm at chosen centre

Overview of the role: This role involves providing direct support to people referred to the food bank centre. They will sit down and chat with food bank visitors, make them feel comfortable, find out what further 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
- Work under the guidance of the session leader and report any health & safety or safeguarding concerns to the project manager/session supervisor
- Be prepared 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 the 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 a food bank
- Signposting people for further support which can help lift them out of poverty

Support

You will be given training and support before starting your role, most knowledge will be gained once you are in the 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 or fill in our application form <https://westberks.foodbank.org.uk/give-help/volunteer/>