

## **Volunteer Role Description**

Title: Distribution Driver – Noon – 3.30pm Tuesday or Thursday

Team: Distribution

Position Type: VOLUNTEER

Reports to: Distribution Lead Volunteer

Location: UNIT 80 GREENHAM COMMON BUSINESS PARK

### **West Berks FoodBank**

The West Berks Food bank team provide essential support for those in our community who have a short-term food need. The Foodbank relies on donations that are made in various ways – in-store supermarket collections baskets, church and school collections, personal and community donations among others. Donations are usually collected by volunteer drivers, but donation coordinators and individual donors also bring donations directly to the warehouse.

Donations consist of many different products – tinned food, milk cartons, cleaning products, personal toiletries, packets of biscuits – which all have to be sorted, by expiry date where applicable so that they can be sent back out to clients or stored for future delivery.

The client orders are packed at the warehouse and distributed by a team of volunteer drivers.

### **Client Delivery Driver Volunteer role objective.**

This volunteer is a key member of the distribution team responsible for home deliveries to clients and as such is the main face of the foodbank to the clients it is serving.

### **Likely activities and tasks that might be requested.**

- Collecting client order boxes and bags from the warehouse at Greenham at an agree time slot.
- Ensuring that appropriate boxes and bags are delivered to the allocated client addresses.
- Returning any undelivered orders back to the warehouse and informing the distribution Lead Volunteer.
- Representing West Berkshire Foodbank in all public places where deliveries take place.

### **Specific volunteer requirements:**

- Drivers must hold a full clean licence, be over the age of 21 and be confident to drive.
- Be organised and methodical.
- Good communication skills with an ability to deal with clients in a sensitive and empathic manner.
- Safeguarding training will be provided as this volunteer has the potential to observe and highlight concerns regarding client welfare.

- Agreeing to a DBS check or DBS status check
- Completing Safeguarding training run in-house by Safeguarding Trustee.

Date approved: 23/10/2024

Approved By: Warehouse Manager/project Manager