

Volunteer information

Job Description

JOB TITLE: Foodbank volunteer

RESPONSIBLE TO: Stowmarket Foodbank manager

PURPOSE OF POST:

- To work alongside the Foodbank team to provide emergency food parcels to families, individuals & groups who access the service.

- **DUTIES:**

As a Foodbank volunteer, you will work alongside the Foodbank manager & our team to provide emergency food parcels

The role would vary day to day depending on the particular demand of the day.

- Your role could be to pick & pack a parcel according to the information received from our referrer.
- Your role could be to date sort food, move stock of up to 10kg within the workroom & storage & to stock shelves.
- To deal with the clients in a sensitive manner & being sympathetic to the issues they are facing: The kind of difficulties facing the clients could include: drug or alcohol addiction, a parent in hospital or prison, marital or financial difficulties or a child or parent with a disability.
- To work within Health & safety guidelines & according to Food hygiene regulations.
- To comply with the organisations policies & guidelines.
- To respect & understand the need for confidentiality.

Working hours and conditions

Stowmarket foodbank is open Tuesday - Friday 9am - 1pm.
You would work within the Foodbank store/workroom & would need to be physically fit as lifting is involved.

Skills, interests and qualities

As a foodbank volunteer you will need:

- the ability to communicate sensitively and effectively with our clients
- a non-judgmental approach
- a commitment to supporting people in difficult circumstances
- understanding, patience and good listening skills
- the ability to stay calm under pressure
- ability to lift & handle weights of up to 10kg
- good time management and organisational skills
- a flexible approach
- good team working skills

If you are interested in working as a volunteer at the Foodbank please complete the attached application form, for further information on volunteering please call the foodbank on 01449 774000