



RENEWAL PROGRAMME VOLUNTEER ROLE DESCRIPTION

DEPARTMENT:	Refugee and Migrant Project (RAMP)
ROLE:	Food bank volunteer (food handler)
HOURS PER WEEK:	Tuesday 9am to 1.30pm Minimum 6 months commitment
REPORTS TO:	Humera Ali (Refugee and Migrant service coordinator)
OTHER SUPERVISOR(S):	Thang Mach (volunteer coordinator) and Damian Callender (Director of Support and Empowerment)

TASKS:

You will be required to:

1. Set up the space, including lifting and unfolding tables
2. Deal with food deliveries, including lifting crates full of food
3. Organise and pack food parcels, placing the items in their relevant sections
4. Dispose of waste, including breaking a lot of cardboard boxes
5. Distribute parcels to service users, ensuring the food distribution is fair
6. Sort and store stock efficiently and safely
7. Check stock rotation is respected
8. Ensure food hygiene guidelines are respected (you will be required to complete Food Hygiene Level 1 training – this is compulsory)
9. Tidy and clean all food bank areas, including hoovering.

SKILLS AND ABILITIES:

1. A strong commitment to volunteering every week
2. Good physical strength (heavy-lifting/endurance)
3. Basic knowledge/understanding of destitution
4. Good verbal communication



5. Teamwork and ability to work collaboratively with people from diverse backgrounds
6. Willingness to learn and take on any relevant training (including Food Hygiene level 1)

What we offer you as a volunteer:

1. We value your contribution. We will try to find you interesting and rewarding things to do, which you enjoy and make a positive contribution to the work of the charity.
2. We will discuss with you regularly how you are getting on, whether you need any further training to help you with your role, and what activities you might perform which will help you grow your skills and experience.
3. We will pay any agreed out of pocket expenses.
4. We will invite you to participate in events.
5. We are keen for your volunteering to be successful. If you have any concerns or questions you can always speak to our volunteer co-ordinator.

What we ask of you when you volunteer:

1. Please turn up on time for your agreed volunteer duties. If you are unable to make it, please let us know two days in advance.
2. Please agree in advance with us if you need to claim travel expenses, and keep a copy of all receipts. If you use an Oyster card, please register the card so you can obtain a print out of your journey costs.
3. Please only complete the tasks you are asked to do, and only take on other duties or activities if you have checked with your supervisors first.
4. Please represent the Renewal Programme in a professional way at all times. The charity does not tolerate any discriminatory, racist or abusive behaviour, and wants everyone to treat each other with dignity and respect.
5. If you use our computer system, please do not use the system for personal matters, unless you have specific permission from your supervisor.
6. Please take responsibility for your own health and safety, and also for other people. Please follow the charity's Health and Safety rules and complete any training we ask you to do, or follow any instructions.
7. Please alert a member of staff straight away if you are concerned about any individual's health and wellbeing.
8. You will be required to sign a confidentiality statement to confirm you have read and agreed to adhere to our confidentiality policy, and will not inappropriately disclose clients' personal information.



9. Please maintain appropriate boundaries when interacting with service users and other volunteers and members of staff.