Volunteer Role Description

Role Title: Foodbank Volunteer (various centres)

Organisation: Edinburgh Food Project

Location: Multiple!

Reporting To: Volunteer Coordinator

Role Purpose

To support the delivery of the foodbank by providing a welcoming and supportive environment for people in crisis. Volunteers will ensure that food parcels are distributed appropriately and that foodbank is run in line with our values.

Opening Hours

Depending on foodbank centre, there are multiple opening hours and days.

Key Responsibilities

- **Session Preparation:**
    - Arrive in good time to open and set up the foodbank venue before each session.
    - Arrange tables, chairs, signage, and prepare the space for a welcoming and efficient service.
    - Lay our tea and coffee and refreshments.
- **Client Support:**
    - Greet and welcome everyone in a respectful, non-judgemental, and compassionate manner.
    - Check the client's referral information and eligibility for food parcels.
    - Provide food parcels tailored to the household size and any dietary requirements or restrictions.
    - Offer a listening ear and signpost to additional support services where appropriate.

- **Stock Monitoring and Ordering:**
    - Monitor food stock levels.
    - Place weekly stock orders with the warehouse.
- **Close-Down Duties:**
    - Tidy and clean the foodbank after the session ends. Put away any tables or chairs.
    - Ensure all equipment and materials are safely stored.
    - Record any incidents, feedback, or concerns to volunteer coordinator.
- **Compliance with Policies:**
    - Follow Edinburgh Food Project policies and procedures, including those related to Data Protection, Safeguarding, Health and Safety, and Equality and Diversity.
    - Handle all personal information in line with UK GDPR and organisational guidelines to ensure confidentiality.
    - Immediately raise any safeguarding concerns in line with the Safeguarding Policy to volunteer coordinator (Safeguarding Deputy Officer)

Skills and Attributes Required

- Friendly, empathetic, and approachable manner
- Ability to work as part of a team and on own initiative
- Good organisational skills and attention to detail
- Ability to maintain confidentiality and treat all information sensitively
- Reliable and punctual
- Commitment to Edinburgh Food Project's values and mission

Time Commitment

- Volunteers are generally asked to commit to one session per week, typically lasting 2–3 hours, plus any required setup and close-down time.
- We welcome volunteers who want to volunteer twice a month, once a month or would like to volunteer more ad hoc.

Support and Training

- Full induction and role-specific training provided
- Ongoing support from the Volunteer Coordinator
- Regular volunteer meetings and development opportunities