

Volunteer Co-ordinator Job Description



Responsible to: Food bank Co-ordinator, Trustees

Duties: To work flexibly with the food bank team, with primary responsibility for volunteer management throughout the food bank, additional duties to involve food bank session supervision and interactions with both client and referral partners, other duties to be discussed

Salary: £13.50 per hour
Standard mileage expenses will be paid for journeys involving a personal vehicle (excepting normal commuting travel)
The food bank belongs to the NEST workplace pension scheme
Holiday allowance of 28 days plus Bank Holidays

Full-time: 37.5 hours per week, regular days and hours to be negotiated; some regular Saturday working essential (likely ½ day fortnightly), plus occasional attendance at evening/weekend events (time in lieu given)

Fixed term: 6-month probation period; ongoing employment subject to satisfactory performance review at that time

Location: Currently office-based at Bridge Chapel Centre, Heath Road, Garston, L19 4XR; frequent visits to food bank centres as required, attendance at events. Remote working possible for part of the working week, by discussion.

Requirements:

- Ability to work alone and as part of a team
- Experience with managing people, whether as colleagues or volunteers
- Experience with training, one-to-one and/or small groups

Key Skills:

- Good telephone and written communication skills
- Speaking/presenting to audiences of varying sizes and ages, informally and formally
- Familiarity with Microsoft Word, PowerPoint and Excel, search engines; WhatsApp; willingness to become familiar with more task-specific software.
- Ability to work methodically, independently, and unsupervised, and to deadlines.
- Ability to plan as part of a team and alone.
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds.
- Experience of food bank volunteering (or employment) is desirable but not essential.

Personal attributes:

- Passionate about tackling poverty.
- Honesty, discretion, and integrity
- Full driving licence and own transport essential for this role

To best undertake this role, initially the successful candidate will likely need to shadow colleagues for many of the food bank's administrative, food collection and processing tasks, (including but not limited to the examples detailed in Shared Responsibilities) in order to gain an understanding of the protocols and procedures utilised for our food bank. However, many of these tasks will not form part of the daily workload for the appointee.

Specific responsibility: for volunteer management throughout the food bank

- Primary contact for all volunteers
- Dealing with enquiries (individuals/groups/students) via e-mail/phone/website/Trussell or face-to-face; providing role descriptions, issuing application and confidentiality forms, meeting prospective volunteers face-to-face, taking up references as required.
- Regularly liaising with food bank centre volunteer teams and warehouse staff to maintain awareness of volunteering capacity and/or requirements (including potential training requirements e.g. First Aid, safeguarding).
- Making decisions as to suitability based on applicant and food bank needs and informing applicants accordingly. Introducing prospective volunteers to food bank volunteer team personally and following up short-term.
- Maintaining accurate records, including annual updates of contact details.
- Providing references for volunteers as requested, including completing Duke of Edinburgh assessments as necessary.
- Occasional training of volunteers as individuals e.g. in using Trussell's data collection system, or small groups e.g. how best to use the extensive signposting resources we maintain to support people using the food bank.
- Drawing up rotas for supermarket food collections (typically one day/month but annual 3day collections also) – involves regular volunteers, corporate teams, occasional volunteers. Liaising with store community champions before and afterwards. Confirming volunteer attendance close to the event and thanking volunteers afterwards. Involves attendance at food collections also.
- Auditing existing volunteer skills and experience that could be utilised in support of those using food bank.
- The food bank may introduce specific volunteer-management software offered via Trussell; the appointee would take primary (but not sole) responsibility for this, with training available.

Shared Responsibilities: *Administrative & practical duties*

- Lead food bank sessions (currently 1 -2 per week, typically Friday), meeting the people who need to use food bank, liaising with volunteers, data entry into the Trussell's data collection system. Potential for reducing this involvement dependent on recruiting appropriate volunteers.
- Online data entry and validation as necessary, from food bank centre sessions.
- Liaising with referral partners to discuss referrals as required, taking requests for food bank vouchers, new partner registration enquiries.
- Responding to client enquiries, via phone (voice and/or text)/email/website/WhatsApp messages.
- Responding to donor enquiries and liaising with warehouse team as necessary. Assisting with food donation processing (occasional) - typically accepting donations at the food bank office location, supporting food sorting sessions at the food bank warehouse

Training will be provided as required, both in-house and externally.

South Liverpool foodbank is a charity founded on Christian principles. Not every member of the team is a Christian, but we all subscribe to the same values and hope that new team members will too.