

Foodbank Volunteer Co-ordinator

Role Description

June 2017

Role Title	Foodbank Volunteer Co-ordinator
Team	Wandsworth Foodbank
Line Manager (Role/Name)	Foodbank Manager

Key Objective

To co-ordinate and develop the Wandsworth Foodbank volunteer teams, at the five Foodbank Centres and at the Foodbank warehouse, ensuring a consistent high quality of service.

Accountable for

Volunteer teams at Warehouse and Foodbank Centres

TASKS & RESPONSIBILITIES

Volunteer recruitment, training and support

- To develop and maintain links with Foodbank Centres, local community groups and other organisations and businesses in order to recruit volunteers. To match volunteers with suitable volunteering opportunities within Wandsworth Foodbank where appropriate
- To coordinate, develop and deliver appropriate training for volunteers
- To develop and maintain links with external training providers (where appropriate) for the progression of volunteers
- To monitor and review volunteer placements to ensure volunteers receive sufficient support and achieve their goals, particularly volunteers that require additional support (e.g. due to health/disability reasons).
- To work closely with the Casework Supervisor at Citizen's Advice to co-ordinate the up-skilling of foodbank volunteers to become trained as Information Assistants.

Volunteer Co-ordination

- To co-ordinate Wandsworth Foodbank's volunteer training at all five Centres through Centre Leaders
- To maintain and update where necessary Wandsworth Foodbank's good practice policies and procedures in volunteer management and ensure Foodbank Centre leaders are fully trained in these practices
- To work with staff to develop new volunteering opportunities within Wandsworth Foodbank
- To resource and equip special volunteer projects from time to time

Partnership working

- To develop and maintain good working relationships and referral pathways with relevant organisations who provide training and volunteering opportunities for volunteers (e.g. Citizens Advice Wandsworth).
- To liaise with Trussell Trust to ensure that volunteer training resources are up to date and appropriate.

Information, marketing and promotion

- To promote the work of Foodbank and volunteering opportunities through social media, newsletter bulletins and the website.
- To provide reports and analysis to Foodbank Manager and JCT Trustees as required.

SKILLS, QUALIFICATIONS, COMPETENCE LEVEL

Experience / knowledge / particular competences / skills required:

- Experience of volunteer co-ordination
- Strong communication skills - verbal and written, including experience of public speaking and/or the ability to give presentations and facilitate group discussions
- The skill to work under pressure and to deadlines
- Minimum 1 year's involvement in community liaison activities including proven ability to work with volunteers, individuals, groups and other agencies (e.g. local authorities) to achieve agreed outcomes
- Excellent and established interpersonal skills demonstrating a value for all people
- An ability and passion to understand and work with vulnerable people
- Excellent communication, both written and oral
- Proven ability to use a variety of I.C.T. equipment and software packages
- A working knowledge and experience of a wide range of communication media, including report writing, newsletter production etc.
- Personal commitment to the Christian values and ethos of Junction Community Trust and St Mark's Battersea Rise, as an active member of the St Mark's congregation and welcomed as a member of the St Mark's staff team.
- An understanding of the welfare system is desirable but not essential
- Experience of working/volunteering in a Foodbank is desirable but not essential

Working hours	21 hours per week - working hours are flexible and will take place mainly during the day. Occasional work at evenings and weekends
Holiday entitlement	18 days per year
Preferred start date	July 2017
Salary	£25,764 (pro rata)

Essential checks before commencement of role:

- *A Disclosure and Barring Service check*