

FOODBANK CENTRE **Volunteer**

MEET AND GREET TEAM

VOLUNTEER COORDINATORS: DAVE KENNETT & SUE SHALE

Responsible to: Volunteer Coordinators and team leader at session

Time commitment: approximately 3+ hours per week or as per rota

ARE YOU:

- Committed Christian attending a local church regularly
- Good listener, communicator and empathic.
- Able to lead others.
- Able to use email.
- Reliable and able to commit to a minimum of one session per month.

**Then Sutton Foodbank Meet and Greet Volunteer
might be the role for You.**

TASK DESCRIPTION:

- Turn up 30mins before the session to help set up, pray and have team briefing
- Briefly familiarise yourself with the stock in the cupboard and make sure the most recent dated items are given out
- Welcome clients to the foodbank centre
- Explain what the Foodbank is and who it is run by
- Receive vouchers, check validity, prepare food parcels according to the packing lists
- Make refreshments and tidy up as required during the session
- Offer a listening ear and signpost clients, as required, to further support, using information from the signposting folder/leaflets
- This will include signposting to Christian churches and groups that might be appropriate for a client. Occasionally clients will share life issues, and this can sometimes lead to conversations about the Christian faith.
- Offer prayer to clients, when appropriate. If not used to praying then please ask for help from another team member
- Ensure that clients sign the packing list when they are given their food parcel and that all vouchers and packing lists are stored securely within the bounds of data protection
- Check stock for imminent 'best before' dates, place out-of-date food in appropriate box in store room for disposal or if within 3 months can be offered as additional items to clients
- Wear branded clothing and a name badge during the session
- Work under the guidance of the session leader and report any health & safety or safeguarding concerns to the project manager/team leader
- Finish the session with prayer