



Brighton Women's Centre

Volunteer Food Bank Assistant
Role Description

Responsible to: Senior Practitioner, Support Services Manager.

Responsible for: Supporting with the smooth running of the BWC Food Bank. Identifying clients who may need further support and signposting them to other BWC services.

Duties and responsibilities:

1. To ensure that the food bank is opened and running as advertised.
2. To attend sessions at the correct time.
3. To assist with setting up and closing down of the food bank.
4. To sort and display food bank produce in an organised fashion and assist clients to get the items that they need.
5. To welcome visitors and service users and contribute to a warm, non-judgemental atmosphere.
6. To identify and offer signposting to service users whose needs are beyond the remit of the food bank.
7. To raise any concerns about service user's welfare with BWC staff as soon as you are able, particularly if you feel there could be a safeguarding issue.
8. To be able to work in a non-judgemental, trauma-informed manner which upholds the intersectional feminist values of BWC.
9. To ensure that all confidential information is kept secure, including passwords and access codes.
10. To attend supervision and review sessions, training programmes, volunteer meetings.

11. To liaise with other BWC volunteers and employees and form constructive working relationships. To give and receive appropriate feedback to colleagues.
12. To remain up to date with BWC information, policies and procedures, and ensure that you work according to these.
13. To ensure that the food bank space is kept clean for services users.
14. To provide accurate and up to date information on request.
15. To advise the Support Services Manager ASAP if you are unable to attend your shift, where possible giving minimum 24 hours notice.

BWC is committed to equality of opportunity to its workers and users and in its provision of services. It is the responsibility of each and every worker to ensure the implementation of its equal opportunities policy.

Under the Health & Safety at Work Act all volunteers are required to both take care of their own safety and that of other volunteers, centre users and employees and to cooperate with BWC in complying with statutory duties.

Teamwork is vital to the success and professional standard of the centre and all volunteers are encouraged to take an active part in regular meetings and contribute to the general development of the centre. This may also include taking responsibility for specific areas of work.

Volunteers are offered supervision in groups and support through the end of session de-brief with the Volunteer Services Support Worker or Volunteer Services Manager.

Strict adherence to confidentiality, particularly in respect of personal details and background of workers and clients is required of all workers.

Please complete an application form and return it to:
emmawalsh@womenscentre.org.uk

If you have difficulties completing this form, contact Support Services Manager Emma Walsh via email or on 07472 085 374