

**Foodbank Welcome Centre Team Leader – Role Profile X2**

**Role:** Foodbank Welcome Centre Team Leader Volunteer

**Where:** Foodbank Welcome Centres either at OLEM Church, Hills Road, or Chesterton Methodist Church, Green End Road.

**Time commitment:** 3 to 4 hours per week

**When:** Tuesday mornings or Wednesday mornings

**Main contact:** Operations Manager

**Why we want you:**

Our Foodbank Welcome Centres are the frontline in support people needing to access out services. We need you to ccoordinate a team of volunteers to ensure welcome center sessions run smoothly. Train new volunteers, maintain records of events and incidents at the welcome center, ensure that foodbank policies are followed. Work alongside the operations team to solve problems.

**What you will be doing:**

* Create a welcoming, caring and friendly atmosphere for volunteers and people coming to the centre to collect food parcels.
* Receive vouchers, check validity, and prepare food parcels according to the foodbank procedures.
* 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
* Supervise, motivate, support training and orientation of new volunteers including holding a briefing and de-brief for each session.
* Uphold safeguarding, health and safety and hygiene policies, reporting any concerns to your main Contact.
* Ensuring there is clear communication between the FWC Team and Operations Team and a commitment to problem-solving together.
* Ensure food bank policies and procedures are followed, paper work is completed.
* Attend team leader meetings as required.
* Developing a positive Team Spirit in support of the Vision, Mission and Values of the Cambridge City Foodbank.

**Skills you will need:**

* Ability to communicate in a clear, friendly and positive manner.
* Ability to maintain confidentiality and be empathetic.
* Experience in managing challenging behaviour and dealing with vulnerable groups is desirable.
* Organised and self-motivated
* Strong leadership skills and a team player
* A commitment to the vision, mission and values of Cambridge City Foodbank.

**What’s in it for you:**

* This is a wonderful, rewarding and essential role in supporting those in need in Cambridge. You will be making a big difference to people in moments of crisis in their lives.
* You will meet a diverse range of people and be able to help in a very tangible way.
* You will work alongside a dedicated and caring team of volunteers and staff.
* We will support you to access training to help out in your role**.**

**About us**

Our Vision is for a UK without the need for foodbanks. Each day we meet the need for emergency and affordable food, and tackle the causes of poverty, by harnessing the power of the community. We are an independent local charity and member of the Trussell Trust network.

We value **dignity, justice, compassion, community** and **impact**, in all that we do. We serve local people regardless of background, inspired by our Christian ethos and values.

As part of our commitment to inclusion, diversity and equity, we actively encourage applications from under-represented groups such as returning parents or carers who are re-entering work after a career break, people who are LGBT+, from Black, Asian and Minority Ethnic (BAME) backgrounds, with a disability, impairment, learning difference or long-term condition, with caring responsibilities, from different nations and regions and those with a lived experience of poverty as well as any other under-represented group in our workforce. We are committed to ensuring the safety and protection of our volunteers and employees from all forms of harm.

Fairbite Food Clubs are run in collaborative partnership with local organisations. Fairbite volunteers at Hope Church, St Andrew’s and St James are overseen by the churches who are the managing agents responsible for that Fairbite Food Club project.

**Why volunteer with us**

Volunteering is a fantastic way for you to be involved in your local community and volunteers are at the heart of all that we do as a Foodbank. The role of volunteers dedicating their time and skills to support people in crisis will continue to be critical as we work towards a UK without the need for food banks.

**Support and personal development**

We will provide you with ongoing support and development opportunities. You will have a main contact at the Foodbank and we are happy to arrange a taster session for you to meet other volunteers and to find out more about the role and the foodbank.