Uttlesford Foodbank
Together with Trussell

Client Delivery Driver (South Team)
Volunteer Role Profile

Managed By: Operations Manager

Time Commitment: approx. 3 hours per week

Location: Home working and delivering within either the Stansted, Dunmow or Takeley area

Role Description:

The role of our Client Delivery Drivers in the South is to ensure that all referrals to the food bank that fall within the area you cover are acknowledged and fulfilled by contacting the client and delivering a food parcel to their home.

Our Client Delivery Drivers must be vigilant to comply with both GDPR and Privacy policies when accessing referral data, and work according to the food bank's Safeguarding Policy, reporting any safeguarding issues to the food bank DSL or Deputy DSL.

Tasks:

- Accessing our online referrals system to pick up any referrals that have been submitted which fall within your area
- Contacting the client using our online phone system to arrange a time that day for you to delivery their food parcel and to check whether any extra items specific to their household (e.g. nappies or pet food) require adding to the parcel and what fresh food voucher they would like.
- Visiting your closest food bank hub (either Stansted or Dunmow) to collect a pre-packaged food parcel, adding any extras that have been requested and their fresh food voucher.
- Delivering to the client's home.
- Updating our online referrals system to confirm that the parcel has been delivered.

Skills and abilities essential to the role:

- Your own car and a valid driving licence
- Able to lift bags of food (each bag in a parcel is approx. 5kg, and a parcel contains between 4 and 10 bags)
- An empathetic and understanding approach to people facing hardship
- IT literate; you will be using our online referral system (Frontline), online phone system (Tinkle) which can be downloaded as an app on your smartphone or used from your computer, online messaging system (Slack) to communicate with your team and the food bank operational staff, and logging the start and end of your shift on our lone worker app.

Other information:

- You will be using your own car to make the deliveries; mileage will be reimbursed at the current HMRC rate.
- As we support vulnerable individuals and households with children present, we will require a basic DBS check. Please note that a criminal conviction does **not** automatically preclude you from a voluntary role at Uttlesford Foodbank.
- Although working alone, you have the support and camaraderie of your area's team who are contactable via our messaging system, as well as being able to call or message our operational staff at any time during your shift.
- We hold volunteer meetings/catch ups, usually at a local pub, once a quarter.