



CHAT Food Bank Packer Volunteer

Overview of role:

CHAT puts our clients at the centre of everything we do and the way we interact as the food bank team sets the tone for accessing other services.

We understand that sometimes situations change but we ask for a minimum commitment of half a day a week for this role in order to be familiar with our clients and the processes and procedures.

We appreciate your flexibility and please remember all role descriptions are issued as a guideline, and we know it is not reflective of all our volunteers do. We work together as a team and at times you may not feel able to do what has been asked so please remember you are welcome to say no! We appreciate any suggestions you have for ways we can work better. Please speak to the volunteer coordinator if you have any questions, or if you would like to try another role within the team

Summary of duties:

- To provide warm welcome to our clients in our Tiverton office.
- To provide food and essentials, following a conversation with clients, to establish their needs, using the client-led packing sheet.
- Keeping the food bank a safe, clean and ordered environment.
- Follow good practice in terms of health and safety, especially manual handling and keeping pathways clear.
- Advising the Food Bank Coordinators of key information you become aware of – for example damaged or broken equipment or low stock levels.
- Attending training and team meetings.

Skills, experiences and qualities required:

- Good listening, communication and interpersonal skills.
- Able to work with others as part of a team.
- The ability to treat clients in a non- judgmental way.
- Acceptance and understanding of our vision and values.

CHAT started as a volunteer organisation and as a volunteer with CHAT you will be a valued part of the team.

- We offer the chance to be part of a team (consisting of paid staff and volunteers).
- You will have the opportunity to feed into our vision – your ideas and input will be valued.
- This role can be good work experience or a chance to learn a new skill after working in another environment.
- All expenses are covered.
- Full induction is provided.
- We plan social events and work in a supportive environment.

Application process

- Complete the expression of interest form <https://chatmid.org/volunteering-with-chat-1/>

- We will contact you for an initial discussion and go through this role description in more detail and any questions you have.
- Further information, including references and completion of a DBS check will be required.
- If CHAT and you feel this role is right for you training and induction will begin.

Policy statements

CHAT is committed to valuing diversity and promoting equality and aim to create an environment where everyone feels valued. Our policy is to ensure that no applicant (employee or volunteer role) receives less favourable treatment than another on grounds of age, disability, ethnic origin, marital or parental status, political belief, religion, gender or sexual orientation.

We recognise the contribution that ex-offenders can make as employees and volunteers and welcome applications from them. A person’s criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. Suitable applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying.

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare any cautions, convictions, reprimands and final warnings that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

For further information on filtering please refer to Nacro guidance and the DBS website.

Induction

	Who with	date complete	reviewed and notes
Familiarise yourself with CHATs vision and values, website etc,	Helen		
Induction to the building - refreshments, facilities etc.	Helen		
Confidentiality agreement	Helen		
Health & Safety - policy and procedures, fire evacuation procedure, panic alarm etc.	Helen		
Overview of each department <ul style="list-style-type: none"> • Foodbank • Fundraising • Support and Advice - Tenancy Support • Support and Advice - Debt and Money • Support and Advice - Housing • Support and Advice – Ukrainian support 	Mike & Sarah Holly Denise/team members		
Policy signing sheet and read relevant policies			
Manual handling			
Volunteer pack issued			
6 month review			