

Newquay Foodbank Volunteer Role Profile

Volunteer Role: Pathway Volunteer
Volunteer Manager: Assistant Manager
Where you will be based: TBC
Time Commitment: 5-10 hours per month



Why you should join Newquay Foodbank:

Newquay Foodbank was founded in 2011 by the community and we work to distribute food and essential items to people in Newquay, and surrounding areas, who are unable to make ends meet. We are a volunteer led organisation and rely on the skills that people from outside our organisation can bring. We are committed to ensuring that people who visit foodbanks are feel cared for and supported. The role of Pathway Volunteer means you will offer a listening ear without judgement and support people to access the right services where applicable. This is a newly developing team and an exciting time to join us if you like to shape the future. You may have had a background in supporting others in a voluntary, statutory or paid role, or you may be completely new to this but know you have the skills required.

What you will be doing (including but not limited to):

- Initiating conversations with people visiting foodbanks either in person or on the phone
- Signposting or refer to our Citizen's Advice Financial Inclusion officer and/or other services
- Taking digital notes, using our online portal to ensure foodbank users do not have to repeat their story many times
- Supporting foodbank users through the referral process

The skills you need:

- Organised and able to complete tasks accurately with good attention to detail
- Good understanding of IT and the ability to use an online system with training
- Empathetic manner with an ability to listen and engage with people from a diverse range of backgrounds and experiences
- Ability (with training) to notice common opportunities for understanding a person's issues more deeply and/or to enable a better understanding of the issues faced
- Ability to get on with others and be part of a team as well as completing some tasks independently
- A willingness to learn about our organisation and our place within the Trussell Trust and align to our campaigns

Benefits of joining Newquay Foodbank:

- Have an enjoyable experience while volunteering for a nationally recognised organisation
- Full induction and training required to undertake your role
- Access to Tempo Time Credits, earning rewards for your volunteering
- Reimbursement of out of pocket expenses
- A Newquay Foodbank uniform
- Learning new skills and utilising your existing skills to make a difference to the community
- Meet new people and be part of a motivated organisation who share your passion to achieve social justice

By volunteering with Newquay Foodbank, we will ask you to commit to:

- Treating all foodbank users with dignity and respect, whilst maintaining confidentiality & professional relationships

- Reading and abiding by the Newquay Foodbank's Policies and Procedures, including agreeing to and attending any training required to undertake your role
- Meeting time and other commitments as agreed