



Food Bank Volunteer

Core Purpose

To support the effective and efficient operation of the Food Bank by assisting in the provision of emergency food parcels to individuals and families referred by partner agencies or through self-referral, ensuring timely and reliable support for those in need.

Key Responsibilities

Food Sorting and Inventory Management

- Organise donated food items by category.
- Check expiration dates and ensure items are safe for distribution and or consumption.
- Sorting items, restocking the shelves, and operating in line with stock rotation procedures to ensure food is distributed in date order.
- Follow guidelines to ensure the safety and quality of distributed food.

Packing Food Parcels

- Assemble food parcels for collection using the appropriate guidelines to best meet the needs of the individual or family.

Receiving Deliveries and Donations

- Greet volunteer collection drivers, delivery teams and or donors and assist with unloading donations.

Distribution Assistance

- Help distribute food parcels to individuals referred or partner agencies who may attend on their behalf to collect.
- Help with carrying packages to vehicles if necessary.

Cleaning and Maintenance

- Ensure that the workspaces are kept clean and organised.
- Follow policies and procedures ensuring any Health and Safety or Safeguarding issues or concerns are to the Foodbank Officer.
- Dispose of any expired or unusable food waste properly.

Significance of the Role

- Ensures individuals and families facing hardship can access essential food and household items.
- Demonstrates practical community support and shared responsibility for helping vulnerable residents.
- Contributes to reducing hunger and the stress associated with not being able to afford basic necessities.
- Helps create a welcoming environment where people feel valued rather than judged.
- Shows commitment to supporting those affected by poverty and financial difficulty.
- Supports cooperation between charities, community groups, and referral agencies.

Impact of the Role

- Helps the food bank operate efficiently and reliably for those who depend on it.
- Enable more people to be supported through sorting donations, preparing parcels, and distributing food.
- Allows clients to receive help more quickly and with less stress.
- Supports proper stock rotation and redistribution of surplus food.
- Helps ensure service users have enough food to meet their immediate needs.
- Improve confidence and reduce stigma for people accessing the service.
- Visible volunteering can motivate others to donate or volunteer.
- Enhanced organisational resilience and long-term sustainability.

Time Commitment

This is a **FLEXIBLE** Volunteering role has **no set hours or minimum time commitment**.

Location

South Derbyshire CVS, Swadlincote, DE11 9AZ

Skills Required

There are **no specific qualifications or prior experience required** for this role, however, **you must have the ability to lift and move food supplies, and remain active during shifts**.

It would be advantageous if you have:

- Good organisation and time management to prioritise tasks during busy periods, and complete required training to maintain effective working practices.
- Ability to work cooperatively with volunteers and staff, share information clearly, and support smooth day-to-day operations.
- Ability to interact with service users in a respectful and empathetic manner, offering support with patience, understanding, and sensitivity to individual needs.
- Understanding and respect diverse backgrounds, languages, and dietary needs to ensure we provide an inclusive service to all clients.

General Expectations

- Be punctual, reliable and committed.
- Maintain a friendly and positive attitude.
- Respect confidentiality and the dignity of all.
- Have good listening and communication skills.
- To be respectful, non-judgemental and committed to Equality, Diversity and Inclusion.
- To establish and work within the agreed boundaries of the role.
- To understand and work within SDCVS policies and procedures, including Confidentiality, Equality, Diversity and Inclusion, Safeguarding, and Personal Safety.

Safer Recruitment

In line with our Safer Recruitment practice you will be required to undertake a **Basic Level Disclosure and Barring Services (DBS) Records Check**.

Application and Onboarding

Step 1 - We'll send you an **application form** to complete. As part of your application, we'll ask you to provide us with details for **two people we can contact to obtain a personal character reference (these need to be people you have known for 2 or more years and not family members)**. You will also need to present or send us copies of **two ID documents for us to verify your identity and address**.

Step 2 - A **telephone call** with the relevant Service Coordinator will be arranged to explain more about the specific volunteer role.

Step 3 - Once approved, we will take you through the onboarding process, which will involve **induction, role specific training (where necessary)**, and **completion of a DBS check** (which we will arrange and pay for). Finally you will be required to sign a **volunteer agreement** and **confidentiality statement**.

Training and Support

A comprehensive induction and additional learning and development (where identified) shall be provided to all volunteers prior to and during your volunteering.

Volunteers are also given the opportunity to attend regular support and development sessions with the designated Service Coordinator.