

Volunteer Role Profile



Volunteer Role

Community Connector Volunteer

Volunteer Manager

Food bank project manager

Where you will be based

Community

Why we want you

Our vision is for a UK without the need for food banks. We know that timely access to advice and support can make a huge difference to people facing hardship and can often mean they don't need to use a food bank again. This role will help us to directly support people who access our food bank to connect with local partner organisations to receive the support they need. You will also be coming alongside the food bank to establish, maintain and improve vital partnerships with our existing and new referral partners. Our partners include a range of local organisations and agencies focusing on debt, financial, mental health, and wellbeing support.

What you will be doing

- support people accessing our food bank by connecting them directly with local advice and support, including helping them complete and submit referral paperwork where needed
- engage with staff and volunteers (including our data volunteers, financial advisors, and signposting volunteers where relevant) to understand which services we are referring people to, who is actively referring to us, and new agencies in our area
- identify where partnerships with referral agencies are working well and where there are opportunities to strengthen these relationships
- gain a greater understanding of the services and support provided by agencies
- advocate on behalf of our food bank by sharing what we do with other agencies and support the food bank manager with making initial contact with agencies, where relevant
- support the food bank manager with keeping our volunteers and staff up to date with the latest information on our referral partners and local agencies, including running food bank information sessions.

The skills you need

- knowledge of local support and advice agencies
- empathy and compassion
- good interpersonal skills, particularly in active listening and establishing stakeholder relationships
- understanding the need for confidentiality, safeguarding, data protection, and the ability to adhere to our volunteer policies and guidelines

- strong IT skills – Microsoft Teams, Outlook, PowerPoint, Word, and Excel
- ability to prioritise and manage a range of tasks, demonstrating flexibility
- ability to get on with others and be part of a team, as well as being motivated to complete tasks independently.

What's in it for you

- having an enjoyable experience whilst volunteering with us
- providing a vital support function as part of our food bank services
- helping us strengthen our referral partner relationships
- supporting our work to ensure that people who are accessing our food bank are receiving appropriate support
- learning new skills and using your existing skills to make a difference
- meeting new people and being part of a motivated team who share your passion to better support people in hardship in your community.