



Volunteer role description – Lead Volunteer

Our Aim

Winchester Basics Bank provides emergency food and clothing to individuals and families in need. It aims to make appropriate resources available to the maximum number of people at their point of greatest need.

Background

The Charity was established by leaders of various churches throughout Winchester and the surrounding area, in response to the needs of the people who found themselves facing food poverty for whatever reason. The ethos and motivation of Winchester Basics Bank are rooted in the teaching and example of Jesus Christ and God's unconditional love for all people. Whereas it is not necessary for volunteers to be practising Christians it is required that their behaviour in the Basics Bank will reflect Christian standards of respect and sensitivity to everyone who works here or comes to us for help.

What we need you to do

- Uphold the aims and objectives of Winchester Basics Bank and follow its policies and procedures
- Supervise a small team of volunteers and ensure the smooth running of your designated Satellite
- Welcome clients and check their voucher is in date, and accurate, and that it is inputted into the database for our records, maintaining confidentiality as per our confidentiality agreement
- Supervise the distribution of food gifts to clients with your team
- Sort food donations, checking BBE dates on all tins and packs.
- Keep food area clean and free from clutter at all times and help to keep workplace clean and tidy
- Put together food gifts, and supervise volunteers for the task, referring to lists in food area
- Store fresh foods in accordance with current food hygiene guidelines
- Sort donated clothes, as directed by manager
- Regularly sign up for future sessions
- Have 1-2-1 meetings with your volunteers and provide the Project Manager with regular feedback
- Meet with the Project Manager for supervision every 6-8 weeks

When we need you to do it

Ideally you will be available for a minimum of 3 hours per session. Sessions start with preparation at 09:30. Whenever the outlet is open until 15:00 later session start at 12:30. Start and finish times are negotiable with the manager in case of need.

What we expect from you

To keep your team motivated, to supervise their work and maintain a professional approach to the work of Winchester Basics Bank. Under take all training as required by the Operations Manager and/or Project Manager

To volunteer on a regular basis by signing up on the rota when the manager makes it available. To ensure the wellbeing of our clients, many of whom are vulnerable, volunteers should be aware that:

- They should not arrange any unofficial contact with a client without the approval of the Manager
- Any form of personal relationship with a client is unacceptable and could lead to removal as a volunteer
- They should not supply financial support from the premises
- Use of office equipment for personal use is only permitted in an emergency
- Confidentiality is an essential part of our service to clients

What you can expect from us

3 month settling in time, during which either parties may end the relationship after giving notice of 1 week

Appropriate Management support at all times.

Appropriate induction and ongoing training

Reimbursement of reasonable out of pocket expenses where appropriate

Special Note

This role description, and all other related volunteer recruitment documents, is not intended to form any type of employment contract and should not be interpreted as such. This role is purely voluntary.

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Charity Registration No: 1102470 Company Registration No: 05005690

www.winchesterbasicsbank.co.uk