



## EDINBURGH FOOD PROJECT

Our distribution centres are where our clients come to collect their emergency food packs. They come along to one of our 7 centres (*Broughton, Tollcross, Grassmarket, Rannoch, Pilton, South Queensferry or Kirkliston*) with the pink referral voucher they have been given from one of our frontline care agencies. The Scottish Welfare Fund are the only agency which does not give pink vouchers; they email vouchers instead. Within each of our distribution centres there will be a minimum of two team members and one team leader.

### Personal Attributes

While volunteering at a centre you will be in regular contact with our clients; therefore, we ask that you are:

- Welcoming and friendly
- Understanding to a person's circumstances
- Non judgemental
- Willing to help and support clients
- Respectful and caring

### Team Leader Role

The team leader role has more responsibilities and is expected to volunteer at the foodbank centre each week or fortnight to increase communication and consistency. The team leader is expected to:

- Arrive 15 minutes prior to the centre opening
- Carry a set of keys to open the building (only certain centres)
- Set up the laptop and mobile (basic technology skills essential)
- Use laptops to access emails and frontline agency information
- Have a basic understanding of frontline agencies (training will be given) and the ability to signpost clients
- Assign specific tasks to each team member
- Attend team leader meetings quarterly
- Pass on any essential information to team members
- Order stock from warehouse team – accessed through an excel form



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### Team Member Role

There will be a minimum of two team members per centre slot working alongside the team leader. Team members must have the ability to complete all of the tasks below; however, on the day the tasks will be split between two team members. The team members are expected to:

- Arrive 15 minutes prior to foodbank centre opening
- Set up tables and chairs (only certain centres)
- Set up information leaflets
- Toiletry, household, pet food and out of date boxes
- Greet clients with a warm and friendly welcome when they arrive at the centre
- Offer teas, coffees or cold drinks
- Sit down and have a chat with the clients, specific questions to be asked (shown below); however, the conversation should be as natural and welcoming as possible
- Have a basic understanding of frontline agencies (training will be given) and the ability to signpost clients
- Collect and bag food packs for clients (the ability to lift heavy items is desirable but not essential)
- Swap items in packs to accommodate the needs of clients

### Question for clients to be asked

There are a few questions that we have to ask the clients to ensure the items they get are suitable. These questions should be asked while sitting down at a table with the client while they have their tea/coffee and should be asked within conversation. There is a small form with the questions on it to be completed while sitting down the client.

- What size of family do you have? E.g 2 adults 2 kids
- How old are the children? Any babies?
- Do you need baby food or toiletries? E.g. nappies
- Do you have cooking facilities? Microwave?
- Are you vegetarian, vegan, or eat halal?
- Do you have any allergies? Nuts, dairy, gluten?
- Is there any specific items that you do not like?
- Do you need any toiletries?
- Do you need household cleaning items?