



EDINBURGH FOOD PROJECT

Foodbank Centre Volunteer

Each month at Edinburgh North West, Central and East foodbanks we help on average 800 people. Our foodbank centres are where our clients come to collect their emergency food packs. Our 8 centres are: *Broughton, Tollcross, Grassmarket, Rannoch, Pilton, South Queensferry, Oxfangs and Craigmillar*. Within each of our foodbank centres we need 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 will volunteer alongside two team members and 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- Toiletry, household, pet food and out of date boxes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
- 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

If this is a position you feel you would be well suited for please contact Katie Quinn, Volunteer Manager: Katiequinn@edinburghfoodproject.org or 0131 444 0030