

## St Peter's Wellesbourne

**Role:** Foodbank Supervisor

**Role Outline:** This role involves welcoming, listening and talking to, providing information as required and signposting clients using the foodbank to agencies who can provide additional help. The purpose is to enable the client to return to a state of independence. Also liaising with the distribution supervisor and the other agencies

**Appointed by/Responsible to:** PCC/The distribution supervisor

**Skills/Experience needed:** The supervisor will need to be a good listener, able to work with the other volunteers on the rota for the day, have sympathy with and understanding of the needs of the clients.

**Main tasks:**

- Ensuring that their personal safety (and that of other volunteers) is not compromised when attending a client and understanding the procedure if a problem arises. Ensuring that there is zero tolerance to any aggressive or violent behaviour from clients.
- Being aware of all the policies and procedures that underpin and support this role in particular:
  - the Diocesan Safeguarding procedure,
  - information on backcare,
  - confidentiality agreement.
- Alerting the Safeguarding Officer about any concerns for children and vulnerable adults identified by themselves or other volunteers
- Supervising volunteers.
- Checking that the clients' referral is correctly filled in and then using this information for the distributor to allocate the appropriate amount of food. Returning completed form to the distribution supervisor.
- Responding to any foodbank mobile phone calls as per the rota
- Attending the volunteers meetings as required
- Attend training as required

**Additional Info:** The Supervisor will require a DBS check.

**Time Commitment:** This depends on previously agreed time commitment on the rota  
Attending meetings as required 1.5 hours per meeting

**Review Date:** January 2020