

## **JOB DESCRIPTION**

**Job title:** FOOD Club Support Worker

**Service:** Food On Our Doorstep (FOOD) Clubs

**Salary:** Grade 1 Point 6 – 10

**Hours:** 22.2 - 29.6 hours per week

**Location:** London (Tower Hamlets)

**Responsible to:** FOOD Club Coordinator

### **Summary of job:**

Our FOOD (Food On Our Doorstep) programme aims to: provide regular access to a sustainable supply of food to people at risk of food insecurity; encourage families to access local support services and be signposted to other agencies; increase disposable income for local families to improve life chances and wellbeing; reduce the amount of food being sent to landfill in the UK by utilising surplus food.

### **Key tasks and responsibilities:**

1. Supporting all aspects of the day-to-day running of the programme to ensure the clubs have high standards of service delivery.
2. Supporting the FOOD Club Coordinator to carry out regular compliance checks to ensure the quality and safety of the service, in order to protect service users and Family Action.
3. Ensuring all aspects of the role are carried out in line with food safety/hygiene standards.
4. Ensure volunteers are using up-to-date allergies forms to prevent any risk to service users.
5. Support the FOOD Club Coordinator with financial checks, stock control, recruitment, induction and training of volunteers.
6. Recording accurate data to enable the FOOD Club Coordinator to report on KPIs, including uptake of the scheme, service user income, and the positive financial impact on families.
7. Encourage regular attendance at FOOD Clubs to ensure income is maintained and to prevent food wastage.
8. Provide regular feedback to the FOOD Club Coordinator on the quality of food and resources from suppliers.
9. Carry out satisfaction surveys with service users and act on feedback to support the improvement of the service.

10. Support the FOOD Club Coordinator to identify new opportunities for growth, including expansion to other local areas and advertising existing FOOD Clubs via local agencies.

11. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- a) Being **people** focused
- b) Reflecting a '**can do**' approach
- c) Striving for **excellence** in everything we do
- d) Having **mutual respect** for everyone we work with, work for and support through our services

12. To ensure you have an understanding (appropriate to your role) of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

13. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

14. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

15. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

## Person Specification

1. Educated to level three or above with a recognised professional qualification in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development.
2. Previous experience in at least one of the following environments: retail, health and safety, environmental health, education and/or previous work with families.
3. Demonstrable ability to work as part of a team and on own initiative.
4. Enthusiasm for delivering high-quality customer service.
5. Clear understanding of food hygiene standards and procedures.
6. Clean driving license.
7. Ability and willingness to travel at short notice across designated region, at times using a Family Action vehicle or hired vehicle to collect food.
8. Willingness to undertake cover at other regions besides designated locality.
9. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our services