

## **JOB DESCRIPTION**

**Job title:** FOOD Club Support Worker

**Service:** FOOD Clubs

**Salary:** Grade 1 Point 6 – 10

**Hours:** 14.8 hours per week (half day on Tuesday and Friday, full day on Wednesday)

**Location:** Bristol and Banes

**Responsible to:** FOOD Club Coordinator

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

1. Support all aspects of the day-to-day running of the programme to ensure a high standard of service delivery at the clubs.
2. Support the FOOD Club Coordinator with carrying out regular compliance checks to ensure the quality and safety of the service, protecting service users and Family Action.
3. Ensure all aspects of the role are carried out in line with food safety/hygiene standards.
4. Ensure volunteers are using up-to-date allergy 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. Record 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 support families, ensure income is maintained and minimise food waste.
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 drive continuous improvement.
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. 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. Comply with Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.

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

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

## Person Specification

1. Previous experience in at least one of the following environments: retail, health and safety, environmental health, education and/or previous work with families, with a commitment to continuing learning and professional development.
2. Demonstrable ability to work as part of a team and using own initiative.
3. Enthusiasm for delivering high-quality customer service.
4. Clear understanding of food hygiene standards and procedures.
5. Should have access to a full driving licence and vehicle for work purposes to undertake regular travel to meet the needs of the service. Candidates who meet the requirements for the role but do not have access to the above may be considered where reasonable adjustments can be discussed and implemented.
6. Ability and willingness to travel at short notice across the designated area.
7. Willingness to undertake cover at FOOD clubs in other areas if required.
8. 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