# Job description

**Job Title:** FOOD Club Volunteer

**Hours:** 4 hours per week (Days to be confirmed)

**Service:** FOOD Clubs

**Reports to:** FOOD Club Coordinator and/or Support Worker.

**Principal Accountabilities:**

1. Supporting the smooth running of the programme, to ensure the clubs have high standards of service delivery.

2. 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 role are carried out in line with food safety/hygiene standards.

4. Maintain up-to-date allergies forms to prevent any risk to service users.

5. Use a vehicle to collect and make deliveries to FOOD Clubs in the designated local area, insuring that the vehicle is roadworthy and relevant checks have been completed.

6. Complete stock control checks, financial records, membership forms and mentor new volunteers

7. Recording accurate data to enable FOOD Club Coordinator to report on KPI’s, including uptake of the scheme, service user income, positive financial impact on families.

8. Encourage regular attendance at FOOD Clubs to ensure income is maintained and prevent food wastage.

9. Provide regular feedback to Family Action/centre staff on quality of food and resources from suppliers.

10. Encourage service users to complete satisfaction surveys and act upon feedback to support improvement of the service.

11. Support Family Action staff to identity new opportunities for growth, including expansion to other local areas and advertising existing FOOD Clubs via local agencies.

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

1. Being people focused
2. Reflecting a ‘can do’ approach
3. Striving for excellence in everything we do
4. Having mutual respect for everyone we work with, work for and support through our services

13. 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.

14. 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.

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

16. 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. Previous experience in at least one of the following environments: retail, health & safety, environmental health, education and/or previous work with families.

2. Demonstrable ability to work as part of a team and on own initiative.

3. Enthusiasm for delivering high quality customer service.

4. Clear understanding of food hygiene standards and procedures.

5. Ability and willingness to travel at short notice across designated region.

6. Able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:

1. Being **people** focused
2. Reflecting a ‘**can do**’ approach
3. Striving for **excellence** in everything we do
4. Having **mutual respect** for everyone we work with, work for and support through our services