

Norwich Distribution Centre Volunteer

What you will be doing:

- Welcoming clients to one of the 11 Distribution Centres
- Listening to clients and signposting to onsite/offsite partners
- Making refreshments and keeping the Centre tidy.
- Checking vouchers for validity, using the Foodbank Database on a tablet computer
- Carrying boxes and passing onto clients
- Picking toiletries and extras as requested / appropriate
- Working under the guidance of the Centre Leader, reporting safeguarding and health/safety concerns as necessary.

Why skills you need:

- Listening skills
- Team working
- Flexible and reliable
- Physically able to lift boxes
- Polite
- Empathy
- Ability to treat all with dignity and respect
- Understanding of and compliance with data protection and confidentiality

Why we need you:

Norwich foodbank is an essential emergency service for clients, working within the Trussell Trust network, providing 3 days of food for people in crisis who have been referred by an agency. We have 11 busy centres across Greater Norwich and are committed to ensuring all of our clients are welcomed, valued and treated with dignity and respect.

We need volunteers who are strong listeners, able to signpost to give clients the support they need, so that the use of a foodbank is no longer needed.

