

Role Description

Role Title: Foodbank Support-Coordinator

Hours: Mondays, Wednesdays, Thursdays at Pathway or Fridays 9am-12noon

Vision:

Our aim is to compassionately help local people out of poverty & food insecurity, and work to end the need for food banks.

Overview:

Working in a friendly & supportive team, the food bank Support Coordinator will facilitate food bank open sessions together with a volunteer Store team & drivers. Receiving referral vouchers and making assessments for referral. Signposting/referring to appropriate external agencies for additional support if required, and also into our own MIND and DIAL workers, community groups and volunteering opportunities.

Place of deployment:

St Mary Magdalene Church, Magdalen Square, Gorleston, Great Yarmouth, NR31 7BZ or at Great Yarmouth Pathway, Minster Mission, Admiralty Road, GY.

Role description:

-Check the Foodbank Data Collection for existing referral 'e-vouchers' assigned to the relevant location.

-Check for voicemails and missed calls on the Foodbank Support line and emails on the Foodbank support email.

Referred clients with a voucher on the Data Collection System:

-Communicate those with referral vouchers are communicated with grace, compassion, discernment and truth in a way that expresses the love and nature of Christ.

-Call referred clients on the Foodbank Data Collection System requiring delivery to arrange the detail of the parcel and offer a compassionate listening ear and signposting support regarding making steps forwards to prevent the need for ongoing parcels. Arrange the delivery of the parcel by calling and instructing drivers.

-Recipients collecting: warmly greet, sit down the client for a private conversation. Check the client details online and especially update yourself with signposting progress.

Compassionately listen and generously prepare the details of the food parcel (sending the

form to the Store team). And offer signposting/referral and ongoing support if welcomed (see signposting/referral agencies list).

Unreferred clients:

-Warmly greet (whether in person or on the phone), compassionately listen to and generously assess those requesting a parcel without referral, according to our referral criteria (that there is a genuine need and willingness to work with you/us as the agency to take active steps forwards, receive signposting and progress advice as appropriate), to then make and implement a referral on the Foodbank Data Collection System.

Character requirements for the role:

- compassion
- non-judgmental attitude
- experience of Christian pastoral care
- ability to combine generosity with challenge
- desire to see people change and move forwards
- willingness to learn about local agencies for effective signposting and referral information
- teamwork
- accountability
- reliability
- confidentiality

Other requirements:

-willingness to work under the accountability of Great Yarmouth Pathway as the overall foodbank charity and according to the policies of Great Yarmouth Pathway and St Mary Magdalene as appropriate, including their Safeguarding policies.

-for a permanent position it is required that the person has a personal and active Christian faith in accordance with the Bible and traditional Christian denominations. For a holiday/sickness cover volunteer, this is not a requirement.

-willingness to have an enhanced DBS check for working with vulnerable adults

-willingness to complete the relevant Safeguarding training