



Refugee and Migrant Forum of Essex and London (RAMFEL)

Volunteer Role Description

Foodbank Volunteer

RAMFEL is a charity that supports vulnerable migrants to access justice and that provides vital support in moments of individual crisis.

The foodbank is one way in which we respond to the needs of vulnerable migrants. Many of our clients are left without the right to work or to claim benefits while they wait for the home office to make decisions on their status in the UK. With other family members living in the UK or protection concerns at home, these individuals are held in precarious circumstances, at risk of destitution and exploitation. The foodbank is one practical way we can support vulnerable migrants, and we need your help.

What will I receive?

- Lunch and travel expenses (£5 lunch, up to £10 travel)
- Role specific training, training on issues affecting vulnerable migrants
- Ongoing individual supervision and volunteer meetings

Where are we?

RAMFEL's office is in Ilford, a 15 minute journey from Liverpool Street or 8 minutes from Stratford

What happens if I apply?

- You will be asked to complete a DBS check at interview (this is a requirement of working with vulnerable adults and children)
- We will interview applicants during October
- Training for the role and an induction period will take place throughout October / November

Volunteers are required to assist with various tasks associated with distributing food and emergency items.

Reporting to: Operations Manager

Time Period: This role requires a minimum 6 month commitment for a Thursday during office hours (9-5).

Role description:

1. To greet clients and create a warm and welcoming atmosphere for them
2. To set up the foodbank, which includes some manual lifting
3. To distribute items to individual service users
4. To keep accurate records of the needs of service users
5. To complete necessary administrative duties associated with the delivery of the foodbank service

Person Specification

Requirements:

(E=Essential, D=Desirable)

1. Experience of working in a busy environment (E)
2. A commitment to volunteer on Thursdays (E)
3. Ability to undertake some manual lifting (E)
4. Excellent communication skills (E)
5. Organisational skills (E)
6. Works well individually as well as within a team (E)
7. Ability to use Microsoft Office, including Word and Excel (E)
8. An awareness of some of the issues that affect asylum seekers, migrants and refugees (D)
9. Ability to speak in another language (D)