



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

### **Where are we?**

Our foodbank is based in Ilford at Cardinal Heenan Centre, 326 High Road, Ilford, IG1 1QP

### **What happens if I apply?**

- We will interview applicants on 11 or 12 March 2024
- You will be asked to complete a DBS check at interview (this is a requirement of working with vulnerable adults and children)
- You will be asked to provide a reference
- Mandatory training for the role and induction will take place on 26 March and 2 April

**Reporting to:** Operations Manager

**Time Period:** We ask for a minimum of a 6-month commitment during our foodbank which happens on Thursday between 9 am and 1 pm.

**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
6. To help clean up the foodbank when it is finished

**You will be required at all times to respect:**

1. RAMFEL's confidentiality and any other relevant policy
2. Safeguarding policies

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)