

Volunteer Role Description

Role Title:	Lead Food Provision Volunteer – ‘Nourish’ Service
Role Overview:	The Feed’s new food provision service will ensure that anyone rough sleeping can access a hot meal in a safe and welcoming environment. Lead Volunteers will supervise the food provision session, overseeing other volunteers in food preparation, serving and welcoming attendees. You will be supported and trained by the Community Engagement Officer & Volunteer Co-ordinator. You will be a key point of contact on the shift for other volunteers during the shift.
Where:	A selection of indoor locations within Norwich City Centre. Location depending on day/shift volunteering.
When:	Approx. 5.30pm to 9.30pm exact times TBC. Volunteers are asked to commit on a weekly or fortnightly basis for 3-4 hours per shift. More than one shift available if desired. COVID restrictions: This service will run during COVID restrictions with strict social distancing guidelines in place.
Expected hrs:	3-4 hours per shift
Duration:	3-6 months after an initial trial period of 4 shifts, roles are ongoing.
Regular tasks:	<ul style="list-style-type: none"> • Supervising and supporting Food Provision volunteers. • Liaising with Community Engagement Officer & Volunteer Co-ordinator • Communicating any safeguarding issues or incidents to the Pathways team and signposting enquiries as required • Assist with preparing the area • Hands-on role welcoming people to the meal & serving food and drink • Engaging in conversation with attendees • Signposting to other services if required • Assist with cleaning the area
What’s In It For You:	<ul style="list-style-type: none"> • The opportunity to gain experience of working in this sector • The opportunity to ‘give back’ to the community, helping reduce homelessness and making a real difference to those who are street sleeping • Build skills and confidence • Access to training provided by Pathways to support you in your role • The chance to gain references on request depending on experience and position applied for
Why We Want You:	<p>You will have:</p> <ul style="list-style-type: none"> • The willingness to learn and be confident leading others • The desire to provide an empathetic, judgement free service to our service users • The ability to listen and pass on information • An understanding of professional boundaries and the importance of confidentiality • A willingness to read, understand and abide by our policies and procedures • Able to work as part of a team and be assertive • Willingness to offer a warm welcome and signposting to people who are street homeless