

Volunteer Centre Manager Role and duties (Appendix 1)

Below are the best practice expectations for Centre Managers.

The Deputy Centre Manager is responsible in the absence of the Centre Manager. Delegating duties and teamwork is encouraged.

Centre Manager Meetings are an opportunity to discuss Foodbank related issues. The meeting notes are provided afterwards.

Please could you let Pat/Jacq know in advance if neither the Centre Manager nor Deputy Centre Manager will be available to run the session, so we can arrange cover. The office email goes to both Jacq and Pat: info@chesterfield.foodbank.org.uk

Managing your team

Weekly	As required
<ul style="list-style-type: none"> Please keep your team informed of any news/updates, either in person at a mini-briefing or by text, phone, WhatsApp or email. Regular updates are sent to Centre Managers Hold a debriefing at the end of the session to thank volunteers + highlight any issues. Keep a rota to ensure the session is fully staffed with enough volunteers in each area: front desk, drinks, tables and packing. Use the main WhatsApp group to request absence cover. Please encourage all volunteers to sign up to one of our monthly induction/refresher training sessions. 	<ul style="list-style-type: none"> Please keep volunteer info up-to-date including contact info, emergency contact details and any new medical/health issues. New volunteers need to be registered on Assemble and vetted before joining your team. They can register online: https://chesterfield.foodbank.org.uk/give-help/volunteer/ Once vetted and approved, new volunteers will need to be shown round the centre and complete a Health and Safety form. A scan/photo of the form can be returned by email to the office. Let your volunteers know how you would prefer them to contact you.

Managing Clients/Centre

Weekly	As required
<ul style="list-style-type: none"> If clients come without a voucher, ask them to call their referral agency or 0808 208 2138. The in-house CAB service is only for advice and support for clients who already have a voucher. 24 hour packs issued at manager discretion. Welcome clients and check them in using their name or voucher number. Fulfil vouchers on the DCS before the next foodbank session. Direct client to a table volunteer who can: process their table slip, offer a drink and snack, a friendly, listening ear and signpost to other help and support available Send the replenishment order to the office email by the end of the next day. This includes any café requirements eg coffee, milk and biscuits. Shred/destroy confidential info The centre should be clean, safe and secure. Please report any faults to the office. Note the specific centre close down procedure eg pots/bins/heating/lights/alarms/locks. 	<ul style="list-style-type: none"> Flag any incidents, accidents, concerns or safeguarding matters to the office. Call 999 if someone is in immediate danger. Re-order any signposting materials Give a thank you form to people dropping off donations. Return completed forms to office by email. Send a scan/photo of any Fuel for Food referral forms to the office by email or by WhatsApp to Jacq/Pat. Please call or email the office to request assistance as needed. Save any cash or cheques for the treasurer. <div style="border: 1px solid black; padding: 10px; margin-top: 20px;"> <p>Thank you very much to all our volunteer Centre Managers and Deputies and your teams for everything you do. It is massively appreciated</p> </div>

Last updated October 2024