










Role: Triage Assistant
Where: Abergele District Foodbank
Hours: 10am until 2pm any weekday
Main contact: Jordan Davies
Volunteer Wellbeing Co-ordinator












Overview of the role: This role involves engaging with people as they enter the foodbank, providing a person-centred approach, offering relevant information, and a warm welcome. Due to the nature of this role successful volunteers will be asked to complete a basic DBS check.




Key tasks

-  Welcome everyone to the foodbank with dignity and respect.
-  You will be the first point of contact for anyone coming into the foodbank.
-  Hold an initial exploratory conversation to identify the nature of the visit and act accordingly.
-  Prioritise visits accordingly to the urgency of need
-  Helping people to access food parcels
-  Adhere to all Data Protection Act requirements
-  Follow all policies and procedures including safeguarding policy and confidentiality agreement
-  Work under the guidance of the Volunteer wellbeing co-ordinator and report any health & safety concerns to them.
-  Any safeguarding concerns report them to the safeguarding lead (Linda Tavernor) and/or safeguarding deputy (Helen Edgley).

Key skills

-  Excellent communication skills, active listening, and interpersonal skills
-  Confident and observant
-  Empathetic and patient
-  Self-aware and aware of surroundings
-  Good IT skills
-  Work well under pressure
-  Independent decision-making
-  Organised and self-motivated
-  All areas of service need to encompass our values of compassion, dignity, justice, and community.

Benefits of volunteering

-  Using your existing skills to make a difference
-  Meeting new people who share your passion to eradicate poverty in the community
-  Making a real difference to the running of your food bank

Impact of your role

-  Ensure the efficient running of the food bank
-  Providing a valuable experience to people using the service.

Support

You will be given ongoing training and support during your role. You will have a main contact throughout your time volunteering. Your main contact will be Jordan Davies

How to apply

For more information please email info@abergeledistrict.foodbank.org.uk, call the foodbank on 07851 982512 or head to our website www.abergeledistrict.foodbank.org.uk