

Team Leader Role Profile



Scope of the role - The Team Leader has responsibility for the open session at the foodbank. They oversee both the warehouse/ packing and meet and greet areas, looking after the needs of both volunteers and clients. The aim is that clients go away with their food parcel and having been made to feel welcome, valued and listened to.

Responsibilities

1. Responsible for the health, safety and welfare of volunteers on duty, as well as clients entering the foodbank.
2. Responsible for the security of the foodbank premises, locking up & alarm setting as appropriate.
3. Act as the fire warden/ appointed person for first aid/ accidents during the shift.
4. Be available as back-up to the meet and greet volunteers if they need help with a client who is being tricky, aggressive or has made a safeguarding disclosure.
5. Ensure that robust signposting and referral to the Advice Service is being undertaken by the M&G Team.

Tasks

1. Ensure bread or any fresh produce needed for the shift is bought in advance of opening time.
2. Get the Meet & Greet room/tables ready with biscuits/ help yourself items/ sanitary products and any pens/ forms/ vouchers that you might need. (Ensure the tables are clean & the floor hoovered)
3. Allocate roles to the volunteer team and ensure everyone understands what their role involves during that shift.
4. Brief the team on the days priorities and things you know may happen (deliveries, donations arriving, clients we want to catch to speak to, focus for signposting etc.)
5. Pray with (or ask a Christian volunteer to lead) the team before opening the door to clients.
6. Manage the entrance and greet all clients, working with the person coordinating the vouchers to ensure that everyone has a voucher. Referring to the Team Leaders client info sheet as necessary.
7. Oversee all aspects of the open session ensuring that clients are being made to feel welcome and valued.
8. Work with new/ inexperienced M&G team to help them develop their questioning skills and knowledge of places to refer to.
9. Bexhill - Top up fruit & veg/ help yourself/ baby items/ sanitary or instruct volunteers to do so throughout the shift.
10. Have a short time of debrief/ prayer at the end of the open shift, so volunteers can share any prayer needs or areas of concern.
11. If a safeguarding disclosure is made during your shift to a volunteer or you, ensure a safeguarding concern form is completed and passed to the Foodbank Manager as a matter of urgency.
12. If an accident occurs or there is a first aid incident, ensure it is reported in the accident book and the Foodbank Manager is made aware in a timely manner.
13. Ensure the door is opened and closed and the sign put out/ taken in at the appropriate times.
14. Ensure one of the team has washed up the crockery & put it away. In Bexhill - empty the bins and run a hoover round the M&G room at the end of the session. In Battle – pack away everything into the cupboard so the room can be used by other groups.

15. All rubbish and broken down cardboard should go into the bins at the session end.

Training

All Team Leader should have been trained in the following areas –

- Meet and greet – signposting and dealing with difficult conversations
- Dealing with difficult clients/ conversations
- Safeguarding
- Health & safety
- Fire
- First aid and accident reporting
- Trussell DCS