

## VOLUNTEER PROFILE: FOUNDATION COMMUNITY GROCERY

### VOLUNTEER ROLE DETAILS:

Volunteer Role	Foundation Community Grocery	Project Day	Monday - Friday
Direct Line Manager	Rebecca Deo/Sorch Rooney	Time	9.30am – 4.30pm

### VOLUNTEER ROLE SUMMARY:

The Foundation Community Grocery is a Hope Community Foundation (HCF) project, working in partnership with The Message Trust, which provides high quality food to those who struggle to afford their regular food shop. Through our 'wrap around care', community partnerships and team of friendly volunteers, we not only help customers experiencing food insecurity but also provide holistic support for the challenges, including debt and financial hardship, frequently facing individuals and families within our community.

### SPECIFIC ROLE REQUIREMENTS:

- Welcoming Community Grocery members - creating and maintaining a warm, friendly atmosphere.
- Stacking shelves and working with fresh produce.
- Operating the tills and checking members in on the system.
- Registering members for wrap around care and courses.
- Being approachable and having a listening ear.
- Unpacking and sorting donations and deliveries.
- General housekeeping, ensuring the Community Grocery is clean and tidy.
- Being a digital ambassador, sharing Community Grocery posts to increase reach.
- Digital ambassadors, spreading the word on social media
- Signposting members to support within and beyond Hope Community Foundation.
- Reporting health and safety and safeguarding concerns to the line manager.
- Adhering to relevant policies, procedures and risk assessments
- Observing confidentiality and data privacy

### SKILLS / ABILITIES:

- Good listening skills and communicates effectively
- Ability to introduce yourself and talk to new people confidently, courteously and sensitively
- Ability to learn about the project and the services supported by or supporting the project

### COMPETENCIES / BEHAVIOURS:

- Empathetic and approachable
- Friendly and hospitable
- Enthusiastic and motivated
- Clean appearance and good personal hygiene
- Punctual and reliable
- Flexible and works well with others
- Heart to see people flourish
- Ensure that your language and behaviour, and the working environment you create is non-threatening and non-discriminatory so as to preserve dignity and respect for all, regardless of race, religion, sex, sexuality, marital status, age, employment status, political persuasion, mental or physical health, or criminal convictions.