



Warehouse Driver Information and Role Description

Vision:

You will be part of a team that is providing emergency food parcels to clients in need, referred to Yarmouth and Magdalen foodbank by local agencies. Your role is transporting food donations from donation points and supermarkets across Great Yarmouth to take them to the warehouse and deliver, as required, sorted food to the foodbank centres at Great Yarmouth Pathway and St Mary Magdalene church. You may also be delivering parcels to the doorstep of people's homes. Driving and delivering is a vital part of this chain which is literally a lifeline for people who are desperate now.

Role Description:

Shift Management: The Warehouse Co-ordinator will designate volunteers to deliver or collect food packages as required.

The task would involve:

- Using own vehicle/Pathway van to undertake deliveries as detailed below.
- Collecting the appropriate food donations (as specified by Warehouse Co-ordinator) from the appropriate location(s)
- Delivering food parcels to food centres
- Showing compassion and concern as you interact with the people you are delivering to as the recipients could be vulnerable
- Reporting back to Warehouse Co-ordinator as required
- On occasions collecting donations/warehouse to hub deliveries as requested by Warehouse Co-ordinator.
- Moving and lifting- some can be heavy (please see manual handling manual re best practice)
 - Loose Food
 - Food crates

to and from the vehicle, warehouse, food hub and to collection/delivery points

The Pathway van, when available, could be used for delivery/collections by volunteers **BUT** checks need to be made and completed by the warehouse Co-ordinator/Pathway Manager first for eligibility and insurance purposes before authorisation of use.

The site of the warehouse is

Swallow Park

11 Beccles Road

Great Yarmouth

NR31 9JQ

Exact location finder use 'What 3 words' app - Fighters: Tissue: Regal

Your responsibilities to Yarmouth & Magdalen Foodbank Team.

Because we consider all people, including our volunteers, we expect you to:

- treat all other volunteers, employees and guests with respect, dignity, and care
- support and respect the person in charge in any given session
- carry out the tasks given by the Warehouse Co-ordinator
- keep any personal data you come across during your volunteering, confidential and dispose of in the correct manner
- conduct yourself in a proper manner
- understand that **Yarmouth & Magdalene Foodbank Team** have a zero-tolerance policy which means disruptive, threatening, or violent behaviour while on our premises will not be tolerated and any violation of this policy will be subject to appropriate action.

Benefits of volunteering

- A chance to meet new people
- Contribute to your local community
- Build your confidence and feel a sense of purpose
- Add work experience to your CV

Impact of your role

- We appreciate the knowledge, skills, and experience that you bring
- You will directly improve the efficiency of the food bank
- You will help to maximise donations by ensuring food is collected/delivered promptly
- Add work experience to your CV

Note on petrol costs: we understand that for some people the cost of petrol for deliveries will be an obstacle or cause difficulty. We completely understand this. Please keep a note of all the journeys you undertake with dates and times so that you can complete an expenses mileage form and we can reimburse you for your petrol costs.

If you need to cancel a shift you are volunteering for (especially less than 24 hours before), could you please inform the Warehouse Co-ordinator.

Requirements:

1-2 referees

Current driving license

