



Sherborne Food Bank Volunteer Deliverer Role Description

Volunteer Role:	<p>Volunteer Delivery Team member (Driver and delivery partner)</p> <p>Our Driver Volunteers work in pairs to deliver food to customers in Sherborne and the outlying villages. This normally happens on Friday mornings. Driver volunteers collect food bags for specified routes and deliver to customers using the 'knock and step back' method to ensure customer confidence and safety.</p>
Volunteering Location:	Sherborne and surrounding villages
Your supervisor is:	The Office Administrator/Delivery Lead
Volunteering time requested days/hours	<ul style="list-style-type: none"> hours as required in consultation with the Office Administrator but typically 2 hours on a Friday, according to the Delivery Team Rota. for an open-ended duration (with a 3-month trial period).
<p>Role Description:</p> <p>Key tasks:</p>	<p><i>Our Delivery Team members are a highly respected part of Sherborne Food Bank (SFB) and play a vital role in ensuring that:</i></p> <ul style="list-style-type: none"> <i>Client deliveries are made safely</i> <i>Food bags arrive safely to the correct standard and all hygiene and food safety precautions are taken.</i> <i>Clients are treated with dignity and respect.</i> <i>Personal Data such as address detail is held securely</i> <i>Information from and about clients is treated in strictest confidence.</i>
<p>Delivery Team requirements:</p> <p>Driver Requirements:</p>	<p>The delivery team must observe SFB <u>Rules for delivery to homes</u>:</p> <ul style="list-style-type: none"> never enter a client's home (except communal areas in flats) always work in pairs and use the 'knock and step back' method never hand over food parcels to children (under the age of 16) never enter a rear garden through a gated (or equivalent) access except where an agreed 'leaving place' is specified on the Delivery List for when a client is not at home if no 'leaving place' is specified leave parcels in a recycling bin or similar and posting a note through the client's letterbox always attempt to re-deliver, if possible, at some other time before the following Monday or if not possible return undelivered parcels to the Depot and inform the Office Administrator Wear Volunteer ID at all times whilst volunteering for SFB <p>All drivers must:</p> <ul style="list-style-type: none"> hold a current and valid driving licence and in-date motor insurance including for making voluntary deliveries.

	<ul style="list-style-type: none"> • never drive for Sherborne Food Bank (SFB) under the influence of non-prescription drugs or alcohol • advise the Office Administrator of any collision or incident where the police have been involved • abide by all UK Driving regulations • ensure vehicle is well maintained and roadworthy
Driver Safety:	Driving can be tiring. Volunteer drivers should take their own safety seriously and ensure they complete the 'Safeguarding yourself and others' training. We ask you to never go into a customer's home whilst delivering food for SFB and alert the Office Administrator if you are concerned about anything.
Skills, experience, personal qualities required:	<ul style="list-style-type: none"> • driver with current and valid driving licence and insurance which covers volunteers driving deliveries. • a good team player • good communication skills • confident and calm manner when speaking to others • well organised and self-motivated • aware of the health and safety of self and others • excellent timekeeping, arriving promptly at the Depot • conscious of their own personal safety • maintains high standards of personal hygiene including using the hand sanitiser supplied by SFB and a clean car boot/space for customer food bags. • ensures all information from and about customers is treated in strictest confidence • willing to undergo additional training for the role • understands and demonstrate inclusive practices and ensures client dignity and respect at all times.
Additional Training required:	Induction Checklist, Delivery training, H&S Briefing, Safeguarding yourself and others
Disclosure/Barring Check required?	No

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