



Volunteering Pack

Dear Potential Volunteer,

Thank you for considering giving your time to volunteering at the Dunfermline Foodbank. We have the greatest respect and esteem for our teams, as the success of the Dunfermline Foodbank would not be without our devoted volunteers.

Dunfermline Foodbank was started in early 2012, when the founders, John Drylie and Ian Hepburn, looked for ways to make a positive impact in relieving the issue of poverty in Dunfermline. As committed Christians, they were both working as Street Pastors in Dunfermline, and were faced with the reality of living in poverty. For John and Ian, it wasn't the lack of money or the lack of material items, but the soul-crushing desperation, hopelessness and the loss of dignity that they saw. And so, with the help of Trussell Trust, John and Ian commissioned the Dunfermline Foodbank.

The Dunfermline Foodbank opened its doors in September 2012, and since then, has fed 8720 people - that's 5921 adults and 2799 children. There have been many challenges along the way - the main one has been the wide geographical area West Fife covers, from Kincardine to Balingry. In 2013, Dunfermline Foodbank In Rosyth was started, then followed Inverkeithing, Benarty, and finally Cowdenbeath in Summer 2014. We also have a central warehouse called the Distribution Centre, or "DC". We have over 200 volunteers on our books, and each and every one provides a valuable contribution to the Foodbank's efforts.

We have been extremely blessed by the brilliant community in Dunfermline and West Fife. All our food is donated, and we've never wanted for anything.

Thank you for considering joining our team!

What we do:

The Dunfermline Foodbank provides emergency food for those in our community who are experiencing crisis. This can be from a variety of issues, such as homelessness, domestic violence, delays or changes in benefits, redundancy and unemployment, or in employment but on a low income.

We hope that we provide more than food, however. Our "Guests", as we call them, are treated as such. We provide cups of tea, biscuits and a listening ear. We also provide toiletries, cleaning products, laundry products, pet food, tin openers, and seasonal products such as Easter eggs, advent calendars, selection boxes, and children's toys at Christmas.

Where we are:

The Main Office is located in the Dunfermline Centre:

Dickson House Centre,
Dickson Street
Dunfermline
KY12 7SL

We also have centres in:

Benarty Centre

BRAG Enterprises
Crosshill Business Centre
Main Street
Lochgelly
KY5 8BJ

Cowdenbeath Centre

Fountain Meeting Rooms,
Broad Street
Cowdenbeath

Inverkeithing Centre

The Old Townhouse
2 Townhall Street
Inverkeithing
KY11 1LX

Rosyth Centre

Rosyth Parish Church
Queensferry Road
Rosyth
KY11 2PQ

Our Distribution Centre is:

17A Elgin Street Industrial Estate
Dunfermline
Fife
KY12 7SL

When we're open:

We're open from **4pm to 6pm**. The reason we've done this is that it gives opportunity for people who are working to come to the Foodbank too. Nearly 50% of people who are in poverty work full time. Research from the Trussell Trust has shown that the most popular times for Foodbanks is 5.30pm. We normally ask our volunteers to come to the Foodbank before for setting up, and allow for some time at the end for tidying up and making the Foodbank ready for the next time. Therefore, the Foodbank volunteer shift is usually 3:45pm-6:15pm. However, this isn't strict, so don't be put off volunteering with us. If you can attend between 4pm and 6pm, for at least an hour, we'll be happy to schedule you in.

The Centres are open on different days: each area is covered by two centres to give Monday to Friday cover:

Dunfermline, Distribution Centre, Benarty and Rosyth: Mon/Wed/Fri
Inverkeithing and Cowdenbeath: Tues/Thurs

What can I do?

We have a variety of different roles within the Foodbank, and we always use the experience, skills and talents of our volunteers to direct us to which role would be best. We listen to our

volunteers, and the policy is *not what you can do for us, but what Dunfermline Foodbank can do for you.*

To help our Foodbanks run efficiently, we always have a team of people for each night. Each centre has different frequencies of shifts (i.e. how many times you are on in a month). These are the different roles you could take:

Skills Required for all roles:

- a caring attitude
- a desire to help others in need
- ability to treat people with dignity and kindness
- good team working
- a good sense of humour

<p>The Welcomer (Rosyth Only)</p> <p>Duties:</p> <ul style="list-style-type: none">● welcoming our clients● directing them upstairs to the Foodbank <p><i>Skills needed:</i></p> <ul style="list-style-type: none">● <i>a happy, welcoming manner</i>	<p>The Host (All Centres)</p> <p>Regular Duties:</p> <ul style="list-style-type: none">● Welcoming the client and saying hello.● Getting the client seated.● making tea and coffee● ensuring everyone gets seen by a Listener● General tidying and washing dishes. <p>Occasional Duties:</p> <ul style="list-style-type: none">● sit with a client with the Listener - this will be on occasions where there is a male-female situations, or if a client becomes upset and the Listener thinks an extra person would help to comfort the client <p><i>Skills Needed:</i></p> <ul style="list-style-type: none">● <i>a happy and welcoming attitude</i>● <i>Tidying, organising and cleaning</i>● <i>Ability to make a decent cuppa!</i>
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<p>The Listener (All Centres) <i>Extra Training will be provided for this Role</i> Regular Duties:</p> <ul style="list-style-type: none"> ● sitting with the client and chatting. ● getting their specific food and non-food requirements, communicating the client's needs to the Bag Packers. ● listening and empathising with the client. ● signposting to other help agencies. <p><i>Skills Needed:</i></p> <ul style="list-style-type: none"> ● <i>Empathy and a heart for people.</i> ● <i>Resilience to deal with hearing some very difficult stories.</i> ● <i>Ability to listen, hear and help someone to access further help (or signposting).</i> 	<p>The Bag Packer (All Centres) Regular Duties:</p> <ul style="list-style-type: none"> ● taking the information from the Listener, putting the food allocation together and packing it into bags. We see this job as the most important, as some situations can be really difficult (e.g. no cooker, allergies, only have a kettle). ● Helping restock the shelves ● Reporting low stock ● Cleaning shelves, sweeping floors, ensuring the packing area is clean, tidy and free from any hazards <p><i>Skills Needed:</i></p> <ul style="list-style-type: none"> ● <i>Ability to pack a bag in an efficient way.</i> ● <i>Ability to work quickly from a list, mobility and carrying (up to 10kg).</i> <p><i>* Training given on lifting.</i></p>
<p>Driver - Based at Dunfermline, but will attend all centres and pick-up points Duties:</p> <ul style="list-style-type: none"> ● driving the Foodbank van, ● picking up food from our Permanent Collection Points ● delivering food to our Foodbank Centres. <p><i>Skills Needed:</i></p> <ul style="list-style-type: none"> ● <i>a clean driving licence</i> ● <i>ability to help lift heavy items (training will be given).</i> ● <i>knowledge of the local area, although a full induction of all the foodbank areas will be given</i> 	<p>Warehouse Worker (DC only): Duties:</p> <ul style="list-style-type: none"> ● taking in donations and thanking our donors. ● checking the food ● sorting into date/type. ● fulfilling stock orders for the centres. <p><i>Skills Needed:</i></p> <ul style="list-style-type: none"> ● <i>organisational skills,</i> ● <i>some heavy lifting (up to 20kg)</i> ● <i>a thankful attitude to our donors.</i>

We also need volunteers for one-off events such as:

Good Housekeeping Days/Stock Take	Supermarket Collection Weekends	Workplace Collections
<ul style="list-style-type: none">● Sorting stock● Cleaning● Counting stock● Date checking stock	<ul style="list-style-type: none">● Handing out leaflets/shopping lists● Collecting donations● Pre-sorting stock	<ul style="list-style-type: none">● Organising a collection at your place of work.● Advertising the collection to colleagues.● Arranging pick up/delivering donation to DC.

These events are arranged as and when we need them. Our regular volunteers help at these events too, but we always need extra people that can help out when necessary.

So what do I do now?

If you think you would like to join our team, please fill in the Application Form.

You will need to provide two personal references - these can be friends, neighbours, colleagues, church leaders, but cannot be someone who is a member of your family (or related to each other).

If you are under 18 years old, we will need the consent of your parents or guardian to volunteer. If you are planning to volunteer as part of a project at school or college (for example, Duke of Edinburgh Award), we will need the contact details of the teacher or tutor responsible for you.

To make the process of getting references quick and efficient, we have some tips:

- **Always get the consent from your referees before you send in the application.** This is essential!
- Make sure they know what we will be contacting them soon and will require a quick response.
- Check with them that their contact information is up to date, and if possible, provide an **email address which is checked regularly.** This will be the most common method we will use to contact your referees.

Once we receive both your references, we will contact you to come in for Induction Training. This will be during Foodbank opening times, and will take about 1 hour, of which you can stay after and be a part of the team.

Thank you for taking the time to consider being a Dunfermline Foodbank Volunteer, and hope to hear from you soon.

Kindest regards

Dunfermline Foodbank Trustees