



HELPING HOMELESS AND VULNERABLE PEOPLE SINCE 1860

Role Description: Food Service Volunteer

About Providence Row

Tackling the root causes of homelessness in East London

For homeless people, or those at risk of homelessness, finding employment and housing opportunities can feel like an uphill battle, even more so if they're affected by physical, mental health or substance misuse issues. Providence Row works with more than a thousand homeless and vulnerably housed people a year in East London, offering an integrated service of crisis support, advice, recovery and learning and training programmes. Our aim is to ensure that people who are so often excluded from mainstream services gain the support and opportunities they need to create a safe, healthy and sustainable life away from the streets. Central to our work are our core values of Compassion, Respect, Inclusiveness, Empowerment and Justice. These inform the content, style and delivery of our services.

About the role

In light of the pandemic, the need for getting food to our clients, who are even further isolated, has never been greater. Our kitchen produces around 100 hot packaged meals per day which are then delivered to various temporary accommodations housing rough sleepers and those affected by homelessness. In addition we are providing hot takeaway meals for up to 30 rough sleepers.

We are looking for Food Service Volunteers who will be responsible for the serving of the hot food alongside the Kitchen Coordinator. This role will include the preparation and packaging of hot meals and packed lunches.

About volunteering with us

This role description outlines the tasks and responsibilities applicable to this position. It also protects the volunteer from being asked to do tasks they may consider unreasonable.

We recognise that volunteers have different strengths and want to gain different skills so to keep the role description relevant to volunteers it is reviewed in regular meetings with your supervisor.

As a volunteer working within Food Delivery Service you will have the opportunity to develop skills in a professional kitchen environment, as well as gaining new skills and experience in a homelessness charity.

We are looking for enthusiastic, supportive and committed volunteers, with the ability to work with clients who have varying support needs and challenging behaviors.

For more information please email volunteering@providencerow.org.uk

Volunteer Specification

Essential

- Have completed (or willing to complete Level 2 Food Hygiene qualification).
- Excellent team working skills.
- Ability to work autonomously using your own initiative, following training and guidance, accurately tracking all tasks to timely completion.
- An interest in supporting adults experiencing homelessness and related issues.
- Committed to equal opportunities and respectful of other cultures.
- Confidence to represent Providence Row when speaking to other organisations.

Duties

- Prepare the service space including the placing of barriers, hot food equipment and erecting of marquee
- Encouraging beneficiaries to maintain social distance from one another in line with government guidance
- Maximise recycling of waste wherever possible.
- Ensure food is prepared, presented and served to the highest possible standard within the resources available.

Training and Support: A structured induction will be provided, followed by one to one and group training in all of the role specific tasks, with reviews in the form of supervision and support meetings.

We are inclusive in the way we work, and have a facilitative approach that naturally provides for continued personal development and volunteers are included in the majority of staff training and event, with access to additional training made available from the network of statutory services we liaise with.

Availability: Shifts are available from Monday to Friday 11:00 to 1530
We would ideally require a minimum of 1 shift per week.

Out of Pocket Expenses: Providence Row reimburses volunteers for travel expenses (from home to Providence Row and return) up to £10 per day. We also offer a freshly prepared lunch onsite.

Informal Interview dates: Will be confirmed by phone and or email.

Place of volunteering: Providence Row – Dellow Centre, 82 Wentworth Street, E1 7SA

Due to the nature of the role (working with vulnerable adults), DBS Disclosure barring checks are sought.

