

JOB DESCRIPTION	
Job Title	Food Services Support Worker (Local Welfare Provision)
Contract Type	Permanent
Hours to be Worked	The full-time standard working week at Urban Outreach (UOB) is 9.00am – 5.00pm Monday to Friday with 1 hour lunch break. This job role is likely to require some earlier starts, evening and occasional weekend work according to service need. Part-time or full-time may be considered.
Place of work	The principal place of work is currently The Amber Centre, Snowden Street, BL12PU. The post-holder may however be required to work at various other operational locations within Bolton including our head office, as deemed appropriate for the execution of specific duties.
Directly responsible to	The Food Services Team Leader
Directly responsible for	Volunteers and clients when engaged within the service
<p>Summary of Job Role:</p> <p>Working alongside others in developing and delivering food related anti-poverty services to vulnerable and disadvantaged individuals and families across Bolton. This role involves a developmental approach to our Amber Centre - a vision for people's lives, a safe space for new beginnings and growth to happen and a co-learning environment. The job will include the organisation, and delivery of a community café and wrap around support for those accessing our Local Welfare Provision and Storehouse Foodbank. The café will incorporate 1-1 support and guidance through listening and befriending, signposting and a variety of partner agency presence. Such partners may include; CAB, CVS, Bolton Money Skills, CAP and Better Days.</p> <p>Alongside leading the community café, the role includes collecting, storing, distributing and delivering food and other household essentials to homes and community venues. It also involves supervising, training and supporting volunteers and partner agency staff. At times, the post-holder may work directly with service users, providing support and training on food use and safety. The role may also include delivering presentations to schools, churches, community groups and other organisations. In addition, the post-holder will support the work of our Adult Services Team and Children and Families Team, in line with service needs.</p> <p>Context:</p> <p>Food projects and services that the post-holder will primarily be responsible for supporting delivery of are:</p> <p>The <u>Community Café</u> – a trusted, trauma informed and supportive environment providing wrap around support to Local Welfare Provision and Storehouse Foodbank.</p> <p><u>Local Welfare Provision</u> - LWP provides emergency food parcels and/or utility top ups for individuals and families on behalf of Bolton Council.</p>	

Storehouse Foodbank/ Pantry - offering short-medium term food support by relieving the cost of shopping with food parcels.

Other projects that the role may support are:

Christmas Dinner on Jesus - providing hampers to struggling individuals and families containing everything they need to make a traditional Christmas Dinner.

Bolton Lunches - providing free packed lunches to children of families on low incomes who struggle to make ends meet but are from time to time not in receipt of school meal vouchers or free school meals.

Main Duties and Responsibilities

The post-holder will:

1. Supervise and develop the Community Café alongside Food Service provision.
2. Support service users referred to our Food Services when accessing the Community Café.
3. Support the gathering of service user involvement and feedback in service development.
4. Organise a rota of additional support in situ at the Community Café with appropriate agencies.
5. Supervise and develop the role of our volunteers - including preparation of rotas, organising and delivering training as required.
6. Place, process and receive orders with various suppliers as and when required.
7. Plan, undertake and arrange the collection, dispatch and delivery of food and other goods to and from various locations throughout Bolton.
8. Help design and deliver food-related training, guidance and support packages for service users as required.
9. Help design and deliver presentations and educational information sharing sessions on the work of UOB to our partner agencies and supporters as required.
10. Maintain regular communication and good relationships with our service delivery partners - including our various food suppliers, public sector and not-for-profit agencies, churches, schools and businesses.
11. Ensure efficient storage, stock control and safety of donated and purchased food and other goods.
12. Supervise and set out work areas for projects involving production line work.
13. Keep accurate records including order details, costs, project outcomes, fridge / freezer temperature control monitoring, inputting of data and compiling brief reports.
14. Stand in for and support other Food Team members and volunteers as required.
15. Support Children, Families and Adult Services UOB Team members as required.
16. Support UOB in facilities cleaning and tidying tasks as required.
17. Take photographs of suitable work interactions. Support the preparation of material for 'good news stories', case studies, outreach publicity displays, our website and social media accounts.
18. Undertake relevant training and continuous professional development.
19. Participate in one-to-one competency appraisals, supervision and team meetings.
20. Be familiar with and abide by all the policies and procedures of UOB with regard to safeguarding, data protection, information security, confidentiality, befriending, health and food safety including lone working.
21. Deal promptly with complaints and queries from partners, clients, the press or the general public in accordance with UOB procedures.
22. Undertake other duties and responsibilities consistent with the objectives of this post.

Person Specification

<u>Essential Criteria</u>	<u>Qualifications Required</u>
1. Demonstrable personal commitment to UOB's charitable objects, mission, vision, aims and Christian Ethos.	13. This role involves some direct contact with vulnerable people, requiring a Disclosure and Barring Service (DBS) check. We can arrange this.
2. Demonstrable skill in guiding and supporting adults with multiple and complex needs.	14. Use of a vehicle for work and holding a full UK driving licence with suitable vehicle insurance.
3. Able to demonstrate good mediation and negotiation skills.	15. A full clean UK driving licence.
4. Friendly, enthusiastic, supportive and able to work well as part of a team.	16. Able to participate in the physical moving and handling of goods.
5. Able to demonstrate personal attributes of honesty, integrity, emotional resilience, empathy, confidence and determination.	17. Flexibility, a willingness to take on tasks at short notice and an ability to work effectively under pressure.
6. Ability to guide, supervise and support individuals and groups.	<u>Desirable Criteria</u>
7. Able to demonstrate good customer service, listening and presentation – relating well to service users and professionals alike.	18. Experience in leading and developing projects and services.
8. Able to demonstrate continuous development of appropriate skills and knowledge.	19. GCSE grades A – C (9 – 4) in Mathematics and English or equivalent.
9. Possessing good attention to detail and accuracy in completing tasks in a timely manner.	20. A relevant professional qualification.
10. Good general knowledge of safeguarding, data protection, confidentiality and health and safety, and their practical application within organisations such as UOB.	21. Experience of working with food suppliers, public sector and charitable organisations.
11. Digitally literate – possessing good literacy and numeracy skills together with a good working knowledge of computer programmes. Competency in data inputting, monitoring and in report writing.	22. Permitted, able and sufficiently experienced to drive Category 1 (C1) medium sized Urban Outreach vehicle(s) up to 7,500kg.
12. Possessing good organisational skills, the ability to use initiative, plan and prioritise	

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