

Portland Foodbank Volunteer Policy

Portland Foodbank (PFB) recognises and values the diversity of experience, background, skills and perspective that volunteers bring. This policy is designed to show how volunteers will be recruited, supported, and managed in that role.

The foodbank was set up as an expression of our Christian faith, volunteers must be happy to work under this ethos. This must not be taken as an opportunity to preach or evangelise. A volunteer may, during their work with a client, respond to an enquiry about their faith or support clients in matters of faith or belief if asked.

Specific guidelines

1. Volunteers to be given clear and designated role assigned to a team leader with whom they can discuss issues that arise and seek advice.
2. A recruitment process applies, and every volunteer should complete an application form, be interviewed, and provide one reference prior to acceptance by PFB.
3. Volunteers who have contact with service users will DBS checked.
4. Volunteers will serve a three-month probationary period, after which a review with the manager will identify their suitability for their role and any support or training agreed and actioned.
5. PFB recognises a duty of care for all volunteers, their wellbeing and welfare will be a higher priority than the welfare and wellbeing of clients.
6. Record to be kept of accidents, potentially harmful incidents and concerns regarding staffing health and safety and food hygiene issues.
7. Any disciplinary matters must be dealt with by a minimum of two managers and records kept of allegations, investigations, and outcomes. Where two managers agree on an outcome their decision is final. If two managers cannot agree, PFB chair of trustees will arbitrate. That decision will be final. All necessary support will be given to all parties involved in the disciplinary process.
8. All volunteers must wear full of identification at all times whilst at work with PFB, this can be a badge or card.
9. Regular volunteer meetings will be held where volunteers meet together to raise issues about PFB operational issues and discuss them.