

Volunteer Session Manager (cafes)

Name of Role	Volunteer Session Manager
Purpose of Role	To ensure the smooth running of the Canterbury Food Bank distribution café. To oversee and manage the room and be available to answer any questions and help with any issues.
Reporting to	Café Team Leader and Volunteer Supervisor

Responsibilities
<ul style="list-style-type: none"> • Generally watch over the room and volunteers during the café session.
<ul style="list-style-type: none"> • Ensure that all CFB policies and procedures are being adhered to.
<ul style="list-style-type: none"> • To oversee the health and safety of volunteers and clients during the café times and report any concerns to the Café Team Leader and Volunteer Supervisor.
<ul style="list-style-type: none"> • Ensure that clients are greeted on arrival, and invited to wait until the desk manager is free to see them. Arrange for them to be offered refreshments while they wait. Guide other volunteers to speak with them.
<ul style="list-style-type: none"> • Assist clients who arrive with no Food Bank voucher or who require extra support by ensuring that they receive appropriate signposting from a member of the team.
<ul style="list-style-type: none"> • Once a client who has arrived with no Food Bank voucher has been signposted, if appropriate and in consultation with desk manager (who has access to the stats), and following CFB guidelines, complete a CFB voucher and issue food parcel(s) or a discretionary food parcel. The agency to which the client has been referred is to be noted on the voucher prepared by CFB café volunteers.