

STOKE-ON-TRENT FOODBANK Volunteer Triage Coordinator.

Job Description

Job Title: Volunteer Triage Coordinator

Based at: S-o-T foodbank, Magdalen Rd, Burton, Trent, ST3 3HS

Salary:

Contract: Contract (subject to funding). The funding for this role is combined funding from the Lottery and Coalfields Regeneration Trust.

Hours: Part-time – 20 hours per week over five days; requires flexibility.
Community locations and office.

Reporting to: Stoke-on-Trent Foodbank Director of Service

The purpose of the role is to achieve continuity across the foodbank by delivering a professional, person-centred triage service at designated Centres, supporting individuals in crisis and guiding them toward appropriate advice, services, and action planning. This role is pivotal in ensuring that every visitor—whether accessing food support or wider help—leaves with clarity, dignity, and a pathway forward.

Main Duties:

Reporting to the Director of Services

- ⊕ Point of contact for the Centre volunteers, to report back to the Director of Services.
- ⊕ Ensure that robust policies and procedures are met and that all centre governance is in place.
- ⊕ Create tailored action plans with achievable steps and deadlines
- ⊕ Train volunteers to refer guests to internal advisors or external agencies based on assessed needs
- ⊕ Train and support volunteers to deliver consistent, informed guidance
- ⊕ Support volunteers in training, recruitment and management of volunteers to ensure that they are skilled and confident in their role. Support centre leads to ensure that volunteers feel valued.
- ⊕ Maintain accurate records and monitor progress against agreed outcomes

- ⊕ Collaborate with colleagues to share best practices and ensure continuity of care
- Assemble administration duties, i.e., adding new volunteers and supporting the broader team with bi-annual audits.
- ⊕ Support signposting opportunities within the centres (provide up-to-date contact details). Support the LO in the five centres to develop a solid foundation.
- ⊕ Where applicable, deliver monthly online induction training to new volunteers.
- ⊕ To support the DOS in arranging bi-annual centre gatherings to support momentum and share best practice. This will include an awards ceremony where we will highlight all the positives that they have achieved.
- ⊕ To evaluate the ongoing effectiveness and impact of the foodbanks vision to end the need for foodbanks.
- ⊕ Provide up-to-date data on all centre recruitment to include in publications, e.g. AGM.

Person Specification;

- ⊕ Proven experience in advice, support, or triage roles (e.g. housing, welfare, health)
- ⊕ Strong interpersonal skills and trauma-informed approach
- ⊕ Ability to manage sensitive conversations and maintain professional boundaries
- ⊕ Confident in using digital tools for case management and referrals
- ⊕ Commitment to inclusion, dignity, and community empowerment

Commitment to;

- ⊕ Work within the requirements of both Stoke-on-Trent foodbank and Trussell
- ⊕ Note: To be able to adapt to changes that we may experience and to be able to support the team where necessary, to meet the needs of those facing a food crisis. You may be asked to undertake duties that would not usually fit into your job description.

Values

We value life-giving relationships and believe that they form the context in which our core values operate.

Integrity	We value integrity, which guides us in all our dealings both in public and in private.
Generosity	We value generosity as a way of life.

Compassion	We value compassion as Faith in Action, rooted in the teachings of Jesus Christ.
Humanity	We value people as God's treasured masterpieces and so we endeavour to treat them with dignity, respect, acceptance and love.

Signed _____ (Post
holder).....date.....

Signed _____ (HR _____ Trustee)
.....date.....

Requirements		Essential	Desirable
Skills / Experience / Knowledge	An understanding of the issues relating to the beneficiaries of the Stoke-on-Trent Foodbank	√	
	Ability to plan, organise and manage a new and innovative project	√	
	Strong evidenced interpersonal skills and abilities to work with and motivate individuals and volunteers	√	
	Understanding and evidence-based ability of working with vulnerable people	√	
	Developed networking, motivational and interpersonal skills	√	
	Developed organisational, administrative and monitoring skills, accuracy and attention to detail	√	
	Excellent written and oral communication skills	√	
	Experience in maintaining relevant administrative records, providing statistical information, and keeping audit trails as necessary	√	
	A knowledge of the various agencies and partnerships which work within communities	√	
	IT Skills: word-processing, spreadsheets, database, etc	√	
	Driver with a clean driving licence	√	
Personal Qualities	Support the values of the Stoke-on-Trent Foodbank	√	
	Self-motivated and able to work under own initiative as well as within a team	√	
	Sensitive to, and able to respond appropriately to, the needs of people	√	
	Ability to motivate others, inspire change and encourage and facilitate participation and engagement	√	

	Ability to work under pressure and to deadlines	√	
	Willingness to work flexibly within a developing environment with a 'can do' attitude	√	
	Ability to lead and work as part of a team	√	
	Value and respect all the people who come into contact or work within the Stoke-on-Trent Foodbank	√	