

Volunteer Desk Manager (cafes)

Name of Role	Volunteer Desk Manager
Purpose of Role	To manage the desk and see clients who present with a food voucher, process the voucher in line with CFB policies and issue the food parcels.
Reporting to	Café Team Leader and Volunteer Supervisor

Responsibilities

- Ensure that the CFB phone is charged, switched on and close by.
- Offer a friendly welcome to clients and other volunteers.
- Refer clients who present without a voucher to the Session Manager so that the client may receive signposting to an agency from a team member.
- Ensure that all information on the food voucher is correct and complete and obtain any missing details from the client if possible.
- The database of client names is colour coded with instructions as to when it is necessary to telephone the Coordinator or Volunteer Supervisor before issuing a food parcel or food parcels. Always feel able to telephone if in any doubt.
- Provide signposting to an agency to clients if a need is identified during the processing of the voucher.
- Staple the food parcel tabs to the food voucher.
- Identify any training needs for CFB volunteers and report to Volunteer Supervisor.
- Report any concerns relating to health and safety matters or to CFB policy matters to the Volunteer Supervisor.