

## REFERRER'S VOLUNTEER

### KEY RESPONSIBILITIES

Reporting to the Horsham Matters Community Support Coordinator the Referrer's Volunteer is responsible for communication with foodbank referrers and maintenance of up to date records of voucher holders.

### CORE DUTIES

- Ensuring up to date records are kept of all foodbank voucher holders
- Being a first contact for and maintaining regular communications with the foodbank referring agencies
- Keeping referrers up to date with foodbank developments and changes
- Maintaining a high profile for the foodbank with voucher holders
- Sending out and collating information from twice yearly surveys
- Making sure lists of authorised signatories in the foodbank centres are up to date
- Adhering to the Horsham Matters Code of Practice

### SKILLS AND EXPERIENCE

You must be able to interact in a friendly and effective manner with referral agencies both face to face and on the phone. You will be able to work methodically and to keep thorough and accurate records. Being familiar with and comfortable using a computer is essential.