



Role Description

Volunteer Role:	Cycle Courier - Cycle Buddy/Cargo Rider, Community Meal Service (Volunteer)
Location:	All over Hackney
Supervised by:	Community Food Manager
Welfare support by:	Volunteer Manager

Purpose of Volunteer Role

To deliver community meals direct to door in cycle buddy pairs – consisting of a cargo bike rider and a regular cyclist (a ‘buddy’) - for households struggling to access food during the Covid pandemic and beyond.

Key Tasks

- Pick up the community meals from the MIH meal service kitchen on the appointed day/time.
- Pack the meal containers into a sturdy waterproof cargo unit or carry bag.
- Download the ‘Circuit for Teams’ app and follow the meal delivery route assigned.
- Deliver meals to each household taking care to follow the strict Covid health and safety protocol.
- During deliveries stay in constant contact with the logistics ‘home’ team using WhatsApp.
- Stay close to the cycle volunteer you’re paired with at all times.
- Listen and respond to any questions or concerns from meal beneficiaries and report them immediately to the logistics team.
- Keep vigilant guard over bikes and meals during delivery rounds.
- Be mindful of any worrying interactions with meal beneficiaries, and when in doubt report concerns to logistics team immediately, however minor they may seem. Safeguarding is everyone’s responsibility.
- Confirm safe arrival at home after shift is over.

Time Commitment

- Meal delivery days are on Tuesdays and Thursdays and cycle courier shifts are between 4-6:30 pm, or until all meals are delivered.
- A commitment of 3- 6 months volunteering is desired as a minimum

Person Specification

- Physically fit to ride a bicycle for up to 2.5 hours at a time (with stops)
- Confident to use a personal smartphone, the Circuits app and WhatsApp. Training will be provided
- Confidence and empathy to communicate with people from diverse backgrounds, many with special needs
- Enthusiasm, patience and energy and a positive attitude.

Essential Requirement

- A road worthy bicycle, and for cargo riders, you're own cargo bike
- A charged smartphone
- Minimum age 18 years (If between 16 and 18 years old, parental consent is required).

Support and Development Opportunities Provided

- Volunteer Induction and Supervision
- Out of pocket expenses reimbursed for each day of volunteering (£7 for meals), plus reasonable travel expenses with receipt (£15/day total)
- On the Job Training e.g. Circuit app for cycle routes, Safeguarding, Covid health and safety protocol
- Additional Training when available - food safety in catering, emergency first aid, plant based nutrition
- Concession rate to attend online cookery classes
- Volunteer Socials to meet other volunteers
- Professional reference provided after a 6-month commitment

See **MIH Volunteer Policy** for full details.

Equal Opportunity

Made in Hackney values diversity in all forms. We therefore support and encourage people from diverse backgrounds and experiences to apply.

To Apply

Please fill in our online **Volunteer Application Form** on our website: <https://madeinhackney.org/get-involved/volunteer>

If you have questions or difficulties completing the form, please email **Khin** our volunteer manager at khin@madeinhackney.org or leave your contact details with our office on Tel: 0208 44 242266 and you will receive a call back.

Made in Hackney Community Meal Service

The Made in Hackney community meal service cooks and delivers over 1000 plant-based meals a week to people in the local community that have been negatively impacted by Covid-19.

At the time of writing the week's community meals are prepared and delivered over two shifts: Tuesdays and Thursdays with three dishes being made and delivered to approx.200 people per day (a total of approx. 600 meals). The Cycle Couriers pick up and deliver the meals on Tuesdays and Thursdays between 4- 6 pm.

Meals are created by three lead chefs and supported by a team of kitchen assistant volunteers. The ingredients are largely donations from food surplus organisations, with some bought ingredients, so the menu changes most days/weeks. We are committed to making nourishing meals with a balance of plant-based protein, at least two portions of veg and a carb/grain.

More Background on Made in Hackney

Made In Hackney opened its doors in 2012 as the UK's first fully vegan community cookery school and charity. We collaborate with communities to showcase and develop skills, knowledge and inspiration to grow, cook and eat more plants.

The kitchen started as a response to global and local crisis – health inequalities, food access and climate change. These interconnected issues drive our mission to bring about positive change in the areas of community, health and environment with delicious, culturally varied, nutritious plant-based food at the centre of all we do.

The heartbeat of our organisation is our cookery and food growing classes. These sessions are opportunities to come together, share skills and cultural cuisines, learn new ones, deepen community connection and inspire joyful and lasting behaviour change. The results of these gatherings are beautiful.

From curing type 2 diabetes, healing chronic bowel disorders, improving chronic fatigue symptoms, helping to manage depression, forming new friendships, starting a window ledge garden, gaining the skills and confidence to start a food business or learning to cook for the first time age 82 – the MIH family members unique journey's after participating in our programmes never cease to amaze and inspire.

In March 2020 we paused our usual programme to launch a COVID19 response of online classes, telephone support for those not online, and an emergency direct to door community meal service. At the peak of the crisis we provided 600 meals a day across Hackney direct to households who needed support with food. Today we continue to provide meals and hope to be able to do so for as long as there is need. We aim to incorporate training and jobs for local young people into the community meal service.

Made In Hackney is humbled to have collaborated with hundreds of partners from home cooks and community chefs, to grassroots collectives, festivals, charities, housing associations, schools, public health bodies, small businesses, global brands and even celebrities such as Jamie Oliver and Olivia Colman.

Website: www.madeinhackney.org **Twitter** @Made_In_Hackney **Instagram** @madeinhackney

Facebook: <https://www.facebook.com/MadeInHackneyLocalFoodKitchen>

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