



Role Description

Volunteer Role:	Logistics Assistant, Community Meal Service, (Volunteer)
Location:	Remote volunteering (online)
Supervised by:	Community Food Manager
Welfare support by:	Volunteer Manager

Purpose of Volunteer Role

To provide online logistics support to the community meal service for households in Hackney struggling to access food during the Covid pandemic and beyond. At the time of writing (2021) the kitchen team prepares 600 meals in one day.

Key Tasks

Shift 1 (10am-2pm)

- Attend online logistics team meetings, held on Tuesdays and Thursdays (10–10:30 am)
- Create cycle courier meal delivery routes on the Circuit for Teams app
- Inform the Head Chef of latest number of meals required and diet requirements
- Manage the meal delivery phone helpline and e mail and assist meal beneficiaries with their enquiries and needs
- Update google excel spreadsheets and Salesforce CRM with any drop outs, new referrals, new or updated addresses, and/or special diet requirements of meal beneficiaries

Shift 2 ('Home Team' 3.30-6.30pm)

- Manage the live cycle courier WhatsApp group during meal delivery times and respond to queries from couriers (eg. wrong addresses, nobody at home etc)
- Manage the meal delivery phone helpline and e mail and assist meal beneficiaries with their enquiries and needs
- At the end of each shift update master excel spreadsheet and Salesforce with any missed meal drops, new or updated addresses, and/or special diet requirements of meal beneficiaries
- Update the handover document at end of each shift and liaise with the community food manager for any last minute actions required.

Time Commitment

- Meal Delivery Days are on Tuesdays and Thursdays. Each day has two logistics shifts with varying responsibilities as outlined above. The times are **Shift 1: 10am–2pm** or **Shift 2: 3:30–6:30pm** (home team)
- We appreciate a commitment to remain a volunteer for a minimum of 3-6 months

Person Specification

- Confidence and empathy to communicate on the phone and email with people from diverse backgrounds, many with special needs. Ability to respond to concerns and/or complaints in a sensitive manner if they occur
- Excel spreadsheets - basic / intermediate level
- Salesforce CRM - basic level an advantage but not essential as training will be provided.
- Basic understanding of special dietary needs an advantage, though not essential
- Personal boundaries training useful
- Minimum age 18 years (If younger than 18 parental consent is required.)

Required

- Reliable phone line
- Own computer with reliable broadband bandwidth
- Training in Safeguarding (will be provided)

Support and Development Opportunities Provided

- Volunteer Induction and Supervision
- Out of pocket expenses reimbursed for each day of volunteering (£7 for a meal)
- On the Job Training e.g. Circuit for Teams app, Salesforce, Safeguarding Adults at Risk
- Additional Training when available - 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.

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.

The week's community meals are prepared and delivered over two shifts: Tuesday and Thursday with three dishes being made and delivered to c.200 people per day (a total of c.600 meals). The Cargo Riders and Cycle Buddies pick up and deliver the meals on Tuesdays and Thursdays from 4 pm till about 6 pm.

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

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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