**S2 Food Poverty Network-Benefits Support Volunteer**

**S2 Food Poverty Network is a charitable organisation, our initiative is to support the local community with affordable food.**

Travel expenses and lunch will be provided.

**Summary of role**

To support the benefits advisor within the S2 Community Shop, on a part time basis. (Working days either Wed or Thurs. Time TBA.) An interest in budgeting and benefits would be beneficial.

**Responsibilities**

* To provide a warm welcome to clients attending benefit appointments.
* Provide refreshments and ensure the working area is left clean.
* Support the benefits worker with some administration tasks. This may include making phone calls or completing forms.
* Follow the procedures set out by the manager to complete all paperwork.

**Personal Specification**

* Friendly, welcoming and approachable.
* Open and empathetic.
* Listening and communication skills.
* Attention to detail.
* Ability to take instruction and work alone.

**Learning Opportunities**

* Working within the charity sector, understanding the day-to-day operations of the Foodbank and Community Shop.
* Understand the benefits system in more detail.
* Attend online courses.
* Develop social skills.