

Volunteer Engagement and Placement Policy

Trussell Foodbank

1. Purpose

This policy outlines how volunteers are engaged, supported, and placed within the foodbank to ensure a safe, inclusive, and meaningful experience for all, while maintaining the highest standards of service delivery.

2. Scope

This policy applies to all volunteers, including regular volunteers, short-term placements (e.g. students, corporate groups), and community referrals.

3. Principles

We are committed to:

- Providing a welcoming, inclusive, and respectful environment
- Ensuring equal opportunities for all volunteers
- Supporting volunteers with appropriate training and supervision
- Matching individuals to roles that suit their skills, interests, and needs
- Maintaining safeguarding, dignity, and confidentiality at all times

4. Volunteer Recruitment

- Volunteers are recruited through application, referral, or partnership organisations
- All prospective volunteers may be invited to an informal discussion or interview
- References and safeguarding checks may be required depending on the role

5. Placements

We offer a range of volunteer placements, including:

- Warehouse support (sorting, packing, stock management)
- Distribution centre roles (client welcome, signposting, café support)
- Administration and coordination roles



- Short-term and supported placements (e.g. schools, probation services, employability programmes)

Placement decisions will consider:

- Individual strengths, availability, and preferences
- Any support needs or reasonable adjustments required
- Operational requirements of the foodbank

6. Induction and Training

All volunteers will receive:

- A basic induction covering health & safety, safeguarding, and foodbank procedures
- Role-specific training and ongoing guidance
- Information about the Trussell Trust values and dignity-centred approach

7. Support and Supervision

- Volunteers will have a named supervisor or coordinator
- Regular check-ins will be offered for feedback and support
- Additional support will be provided for volunteers on referral or supported placements

8. Safeguarding and Confidentiality

- Volunteers must adhere to safeguarding policies at all times
- Personal information about clients must be treated confidentially
- Any concerns must be reported immediately to the designated lead

9. Equality, Diversity, and Inclusion

We are committed to ensuring volunteering opportunities are accessible to all regardless of:

- Age, disability, gender, race, religion, or background
- Reasonable adjustments will be made wherever possible to support inclusion.

10. Health and Safety

- Volunteers must follow all health and safety procedures



- Any accidents, risks, or concerns must be reported promptly
- Training and equipment will be provided where required

11. Ending a Placement

- Volunteers may leave at any time and are encouraged to provide notice where possible
- The foodbank reserves the right to end a placement where necessary (e.g. policy breaches, safeguarding concerns)
- Exit conversations may be offered to gather feedback

12. Recognition

We value the contribution of our volunteers and will:

- Acknowledge contributions regularly
- Provide references where appropriate
- Celebrate impact and milestones

13. Student Placements

We welcome student placements as an opportunity to support learning, development, and community engagement.

Eligibility and Application

- Student placements may be arranged through schools, colleges, universities, or training providers
- A placement agreement may be required, outlining expectations, duration, and learning objectives
- Students under 18 must provide parental/guardian consent and may require additional supervision

Placement Structure

- Placements will be time-limited and agreed in advance
- Students will be assigned roles appropriate to their age, experience, and course requirements



- Activities may include warehouse support, administrative tasks, or supervised client-facing roles

Induction and Training

- All students will receive an induction covering health & safety, safeguarding, and confidentiality
- Additional guidance will be provided to ensure students understand the foodbank's values and procedures

Supervision and Support

- Each student will have a named supervisor
- Regular check-ins will ensure learning objectives are being met and support needs are addressed
- Feedback may be provided to the educational institution where required

Safeguarding

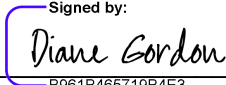
- Student placements will follow all safeguarding policies
- Additional safeguards will be in place for younger students, including restricted duties where appropriate

Conduct and Expectations

- Students are expected to behave professionally, respect confidentiality, and follow all foodbank policies
- Attendance and punctuality standards will be agreed at the start of the placement

Evaluation and Completion

- Students may be asked to complete a placement reflection or evaluation
- The foodbank can provide references or confirmation of placement where appropriate

Signed by:  Signed by: Diane Gordon Position: Chair
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Copilot: 13/05/2026
Next RFB review: Sept 2027