

Lead Community Guider – Job Description

Introduction

Warwick District Foodbank is a local, independent charity working as part of the Trussell network. Together, we provide emergency food and practical support to people facing hardship, while working towards a future where no one needs a foodbank.

Our foodbank is powered by a dedicated staff team of 10 people and a network of 85 volunteers who are at the heart of everything we do. Alongside emergency food provision, we work to address the underlying causes of poverty through advice, financial inclusion and community-based support.

We are delighted to be participating in Trussell's Community Guiders pilot programme. This exciting new initiative aims to prevent people from reaching crisis point by providing early, community-based support that helps people access advice, maximise income and connect with local services.

This is an exciting opportunity for a highly motivated and compassionate individual to establish and lead this new programme across Warwick District, building strong community partnerships and recruiting and supporting a team of volunteer Community Guiders in community settings.

Key Details

- **Hours:** 37.5 hours per week (some evening and occasional weekend working required)
- **Location:** Based at Warwick District Foodbank, Unit 8, Trident Park, Poseidon Way, CV34 6SW, with regular travel throughout Warwick District
- **Salary:** £16.50 per hour (£32,175 per annum)
- **Holiday:** 5 weeks plus bank holidays
- **Contract:** Fixed term for 12 months, with continuation subject to funding and pilot outcomes.
- **Responsible to:** Head of Foodbank

About the Role

The Lead Community Guider will be responsible for establishing, delivering and evaluating Warwick District Foodbank's Community Guiders pilot programme.

You will recruit, train and support a team of volunteer Community Guiders who will be based both within foodbank centres and at trusted community settings across Warwick District. Together, you will help people experiencing financial hardship to access advice, understand their options, navigate local services and seek support before problems escalate into crisis.

Alongside supporting individuals and volunteers, you will build on our existing strong partnerships with local organisations, gather insight into barriers people face when accessing support, and contribute to learning that will help shape the future Community Guiders model across the Trussell network.

Key Responsibilities

Community Guider Programme Development

- Lead the implementation and delivery of the Community Guiders pilot across Warwick District.
- Undertake community mapping to identify priority locations, key community organisations and support services.
- Develop a network of volunteer Community Guiders operating from foodbank centres and community venues.
- Build on existing signposting and referral pathways to ensure seamless access to local support services.
- Ensure delivery remains responsive to local community needs and emerging learning.

Volunteer Recruitment, Training and Support

- Recruit, induct, train and support volunteer Community Guiders.
- Provide regular supervision, coaching and ongoing development opportunities for volunteers.
- Coordinate volunteer rotas and community-based activities.
- Promote excellent practice, safeguarding and appropriate professional boundaries.
- Foster a positive, supportive and inclusive volunteer team culture.

Community Engagement and Partnership Building

- Build and maintain relationships with community organisations, advice agencies, faith groups and statutory services.
- Represent Warwick District Foodbank at meetings, events and partnership forums.
- Increase awareness of available support services within local communities.
- Work collaboratively with Citizens Advice South Warwickshire and other partners to strengthen referral pathways.

Direct Community Support

- Provide one-to-one guidance conversations with individuals experiencing financial hardship.
- Support people to access advice services, maximise income and connect with relevant local support.
- Encourage and empower people to take positive steps towards improved financial resilience and wellbeing.

- Maintain accurate and appropriate records of support provided and referrals made.
- Recognise and respond appropriately to safeguarding concerns in line with Warwick District Foodbank's safeguarding policy and procedures.

Monitoring, Evaluation, Learning and Influencing

- Collect and maintain accurate monitoring and impact data.
- Produce reports on project activity, outputs and outcomes.
- Capture case studies, feedback and learning from volunteers, participants and partners.
- Identify common barriers and issues affecting residents and share these insights with the Head of Foodbank and relevant stakeholders.
- Support local influencing work by collecting and presenting evidence, insights and lived experiences to help build the case for changes that improve outcomes for people experiencing poverty and financial hardship.
- Participate in learning and evaluation activities required by Trussell and the wider pilot programme.

General Responsibilities

- Attend relevant training, meetings, and learning events.
- Attend and actively participate in networking meetings with Community Guiders across the Trussell network, sharing learning, challenges and good practice.
- Contribute positively to the ongoing development and evaluation of the Community Guiders pilot programme.
- Support the wider work and strategic objectives of Warwick District Foodbank.
- Comply with all organisational policies and procedures, including safeguarding, confidentiality, GDPR, health and safety and equality and diversity.
- Undertake any other duties appropriate to the role.

Person Specification – Key Skills & Experience

You will:	Essential	Desirable
Have experience working directly with people experiencing disadvantage, poverty or social exclusion	✓	
Have experience recruiting, training, supporting and coordinating volunteers, including providing supervision, mentoring or coaching.	✓	
Be skilled at building positive relationships with individuals, community organisations and partner agencies	✓	

Have excellent communication and listening skills, with the ability to engage people from diverse backgrounds	✓	
Be confident facilitating conversations and supporting people to identify solutions and next steps	✓	
Have experience delivering community-based projects, programmes or activities	✓	
Be a self-starter with the ability to plan, prioritise and manage tasks independently	✓	
Demonstrate excellent organisational and time management skills	✓	
Be able to collect, manage and interpret monitoring and evaluation data	✓	
Have strong IT skills, including Google Workspace/Microsoft Office and online systems	✓	
Demonstrate empathy, compassion and a commitment to dignity and inclusion	✓	
Have experience of partnership working and networking	✓	
Have knowledge of local support services, advice provision or community resources		✓
Have experience within the charity or voluntary sector		✓
Have an understanding of GDPR and compliance re data handling.	✓	
Have an understanding of safeguarding and professional boundaries	✓	
Have an understanding of poverty, financial hardship and food insecurity	✓	
Have experience involving people with lived experience in service development		✓
Hold a full driving licence	✓	
Have access to a vehicle for travelling across the district		✓
Have respect for, and willingness to uphold, the Christian ethos and values of the organisation in all aspects of the role	✓	