

APPLICANT'S INFORMATION PACK



"Is not this the kind of fasting I have chosen ... is it not to share your food with the hungry and to provide the poor wanderer with shelter" Is 58 v5,6

Richmond Foodbank Manager

Thank you for your interest in this vacancy. You will find details of the appointment process, our organisation and our Christian beliefs, followed by a job description, a person specification and the main terms of employment for the role. Please read this information carefully. An application form is also attached.

SELECTION PROCESS

Please e-mail your completed application form to Fiona Brennan at fiona@vineyardcommunity.org as soon as possible as we are anxious to fill this post.

The closing date is **12 pm on Friday 25th 2022.**

The appointment will be made subject to satisfactory references and DBS being received.

The proposed hours could be amended or increased to accommodate a suitable candidate.

We look forward to receiving your completed application form.

Yours

A handwritten signature in black ink, appearing to read "Peter Flower".

Peter Flower

Trustee/Company Secretary

1. THE VINEYARD COMMUNITY CENTRE

The Vineyard Community Centre serves the local community within Richmond and seeks to see long-lasting change through the transformation of individuals in body, mind and spirit by the power of God's love. Those who come to us for help are our guests, rather than clients or service users.

There are broadly four groups of people whom we help.

Firstly, rough sleepers and those in crisis who need emergency short-term support and immediate help at our morning Drop-in. Our aim is to move people away from crisis to a stable and self-sustaining life style. Our Drop-in provides the basics for those in need – food, clothing, showers and a warm, welcoming place of acceptance and refuge.



We provide on-site emergency nursing and medical help as well as advocacy and case working.

We sign posts guests to more specialist support given by other organisations working on site like the Glass Door, the Salvation Employment Plus U.K, RBMIND, the Hepatitis C Trust and RCDAS (Richmond Community Drug and Alcohol Services) working alongside WAVY (We Are With You) and the Pathway Team. Regular multi-team case working meetings are held jointly with other agencies to ensure a co-ordinated approach.



Secondly are those who feel lonely, isolated and socially excluded. Some have learning or mental health problems and some are vulnerable adults. They are very much at home in our afternoon Community Café where hospitality is offered and Christian ministry available. Besides offering good quality refreshments, the café hosts other organisations and activities - RBMInd run an art therapy group, there is a Knitting Group, and the CAB hold a surgery.



Thirdly, we help those who need emergency food supplies. We operate our main Foodbank at the Vineyard Centre and four other satellites provide



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this service elsewhere across the borough. Our Foodbank is part of the Trussell Trust.



Fourthly, we work with women who are lonely and vulnerable, some of whom are refugees, through our Works of Love sewing project. This gives a sense of community and personal confidence built up through learning new skills.



We also run two Charity Shops. Guests on their road to recovery often work as mentored volunteers in the Shop and the Café. Both our shops and café provide income revenue too for our work.

Our website gives more information <http://www.vineyardcommunity.org>.

Our Annual Report and Accounts for last year is available from the Charity Commission website.

2. OUR STORY SO FAR

We celebrate our ten year anniversary this year. Since we opened in April 2012, our work among the vulnerable and socially excluded has grown extensively. The Vineyard is now a multi-site charity; when we opened we employed one full time manager and perhaps 40 volunteers. Now, we have three full time staff, fifteen part-time staff [7.96 FTE] and well over 100 volunteers.

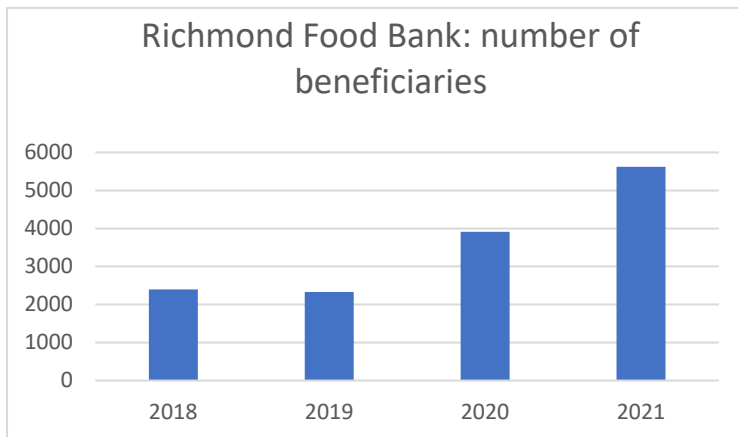


We have had many comments from guests whom we support, volunteers who work with us and customers to our Cafe and Shop who say that there is something special and different about the Vineyard. One person commented that '*surely God is in this place*'. We know that to be true. It is a precious thing which we don't take for granted.

In the last financial year, despite the difficulties of the pandemic and enforced closures, we helped around 240 different guests who came to our Drop-in. From October 2020 to July 2021, we provided over 3,000 hot breakfasts, given out more than 900 items of clothing and provided nearly 700 showers for our guests. Our caseworker David conducted 864 appointments and 34 people were assisted into accommodation.

The chart on the next page shows the growth in the number of individuals whom we have helped through our Foodbanks – last year over 5,000 people.

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Hard statistics give the outputs; more importantly are the outcomes for individuals through the changed lives. All who come are warmly welcomed and treated as guests. Time is given to them so they know we care, respect and love them, as those who have been made in the image of God.

We have many stories to share. Here is one during the Covid closure last year, when Gemma, our Caseworker from the Glass Door, (a partner charity), continued to work with our guests from home.



‘Gemma came from the sky – God must have sent her to me in my life in this moment. She’s amazing. She’s the most beautiful person in my life. She didn’t know me at all, and she’s helped me so much’ said one guest.

Extensive deprivation and social exclusion was confirmed in Richmond in the report “On the Edge” published in 2017 by Rocket Science, an independent research organisation, commissioned by local grant-making charities. The research revealed that services were sometimes ineffective or unavailable and were on the edge of failing the people they needed to support. The situation

has improved little in five years. Many people in the borough are living in fragile arrangements that can break down at any time and our guests can quickly be pushed over the edge and into crisis.

Our charity runs from the basement of the Vineyard Life Church and the Centre acts as a central hub with other sites: Works of Love is based at our unit in Queens Rd, Richmond, our Foodbank satellites operate across the borough in Whitton, Hampton, Isleworth and Barnes (in addition to the Vineyard itself), and besides one charity shop in the Centre, we have another in Paradise Road, Richmond.

Ours is an organisation providing front line support to those with often multiple and complex needs. That in itself is a major challenge. But our organisation comprises a unique mix of services – Drop-in, Community Cafe. Foodbanks, and Charity Shops.

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3. OUR MISSION

Help in crisis
Hope for life 

We welcome all who come to us and delight that those of other faiths or no faith at all, join in working as staff and volunteers. We subscribe to the Faith Work's Charter.

Prayer is foundational to our ministry. We gather for a prayer of commitment at the start of each morning before the Drop-in opens and then at midday for a longer time of prayer which we call 'space for grace'. We seek the prayerful support of local churches and individuals through a monthly prayer letter.

The charity is very much part of the ministry of the Vineyard Life Church¹ out of which it was originally birthed. The church is the landlord of the main Vineyard Centre, charges a modest rent and provides pro bono office space for the charity. Our Christian identity is fundamental to our mission and we seek to put Christ's teaching at the heart of all that we do. The Centre's charitable objectives are twofold. They are the:

- *relief of need and sickness in the community with a focus on helping those who are socially or economically disadvantaged*.
- *advancement of the Christian faith for the public benefit in the borough of Richmond*

help in crisis.

This best summed up in Jesus's teaching in Matthew 25 vs 31- 46. This is to feed the hungry, cloth those who are destitute, arrange accommodation for those who have no home, and look after the sick.

hope for life.

Our second aim is expressed in Matthew 29 vs 16-20 which is to bring the gospel to those in need and make disciples of them.

Our aspiration is for the Vineyard Life Church staff and congregation to assist more fully ministering with the Vineyard Centre teams in achieving this transformation with those we meet.

Both strands of ministry are seen to be equally important and complimentary.

4. OUR NEED

We need a manager to run our Foodbanks to join the team to ensure we continue to the needs of those in food poverty are met to take us forward into the next period of our mission.

¹ The Vineyard Life Church is a member of the Evangelical Alliance, a member of the Congregational Federation and part of the New Ground network.



Outside St Elizabeth's church next door

It is an occupational requirement that the appointed person is a professing and practicing Christian.

The Nicene Creed is the most widely accepted creed in Christianity and is used in the Catholic, Orthodox, Anglican and other Protestant Churches.

The successful applicant as our Grant Funder will need to confirm their faith in Christ as expressed in this creed which is shown in the Appendix.

5. WHO IS HERE TO SUPPORT YOU

Our staff and volunteers: in addition to our small team across the charity of very dedicated and passionate staff, seen below at a team meeting in our beautiful and tranquil garden, many volunteers are essential for supporting the needs of our guests. Most volunteers assist in the front line provision of our services but others help in administration.



Our trustees: we have seven trustees who are all Christians with the majority being members of the Vineyard Life Church. Bob Kimmerling, who is our Chairman, is one of the elders of the Vineyard Life Church, and a founder Trustee of the charity. David Smith is our Vice Chairman who is the lead elder of the Vineyard Life Church and Paul McArdle is another

elder, who works as a Program Portfolio Manager in the City. Linda Masura works as a Project Manager in the NHS and also belongs to the Vineyard Life Church. Peter Flower is Company Secretary, and an HR Consultant with many years' experience as a trustee in the not-for-profit sector. He is also a co-founder Trustee as well as member of the Vineyard Life Church.

Finally, Stephen Langridge is parish priest of St Elizabeth's Church, and Lydia Palmer belongs to Everyday Church, Sutton and is a teacher. While he is not on our board of trustees, financial oversight is given through our Treasurer, James Lowther ACA. The

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Chief Executive has day to day responsibility for finance and is assisted by our Finance Officer, Isabelle and our Fundraiser Annette.

Community support: Many local churches from across denominations, support us through prayer and financial donations

We are blessed by support from many individuals in our community who donate goods for our charity shops, clothing for the Drop-in, food for our Foodbanks. Many give through bank standing orders each month, or take part in sponsored activities.

Local companies, both large and small, are also supportive as well as organisations like Richmond Golf Club and Kew Rotary Club to name two.



The Kew Rotary supported the Foodbank through the pandemic. Kevin, our Foodbank Logistics Co-ordinator, is seen here with the Mayor and Mayoress of Richmond, Counsellor Geoff Acton and Mrs Eileen Acton at the Club's Annual Dinner in October last year.

One of the regular groups which raise money through the sale of their handicraft are the 'Knitwits' who meet in our Café every week. Occasionally they 'yarn bomb' in Richmond Town Centre to

publicise their group and raise awareness for the Vineyard.



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And we get recognition in other, surprising ways! Last year we were honoured to be included in the local Richmond 'edition' of the Monopoly Board game under 'Community Chest'.



Our charity shops sold out of the stock of the game before Christmas!

Local grant fund making charities, such as The Richmond Parish Lands Charity, The Hampton Fund, Richmond Charities and The Barnes Fund, provide a core of financial support as do London grant making trusts like the London Catalyst, the Heathrow Community Fund, and Help the Homeless, and national ones such as the Beatrice Laing Trust and the Bernard Sunley Foundation.

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Our plan in the current financial year is to reduce our income from grant making trusts from 49% to 40%.

We have good relations with the staff and Councillors of the Richmond on Thames Borough Council.

Individual local Ward Councillors recognise the value of our work.

The Vineyard was officially opened in 2012 by our then Member of Parliament for Richmond Park, Zac Goldsmith, who was an enthusiastic supporter of our work and who personally fundraised for us.



He is shown, in the foreground left, with his back to the camera, on a visit four three years ago to meet members of our team.

He was accompanied by Tracey Crouch, the then Minister for Civil Society, with special responsibility for combatting loneliness.

Loneliness is one of the many difficulties experienced by those to whom we reach out at the Vineyard. She is sitting in the middle of the photograph, next to Bob Kimmerling, our chairman.

We welcome visits from all those interested in tackling the complex needs of our society.

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Our two current members of parliament for the borough, Munira Wilson for Twickenham, and Sarah Olney for Richmond Park also support our work.

Sarah, shown on the right, came in to lend a hand in our Foodbank stockroom before Christmas.

The help of everyone who volunteers is very much appreciated. Without our faithful and committed team of volunteers, we would not be able to help those who are in need.



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6. JOB DESCRIPTION:

Job Title: Richmond Food Bank Manager

Location: The Vineyard Community Centre, The Vineyard, Richmond, Surrey, TW10 6AQ, The White House Community Centre in Hampton and other Foodbank locations in the Borough.

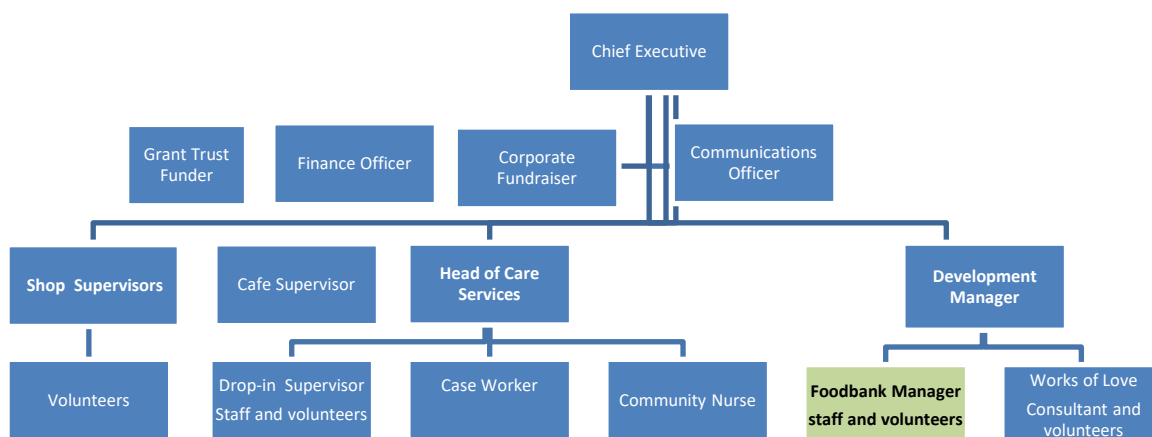
Responsible to: Operations Manager

Role Outline: The Foodbank Manager is responsible for ensuring the strategic development and operational management of the foodbank, ensuring all activities are in line with the overall mission and vision of The Trussell Trust.

Responsible for: Logistics Co-ordinator, General Assistant, Foodbank Satellite Managers, Administration Support Assistant and the volunteer team.

Working with: Drop-in Caseworker, Communications Officer, Finance Officer, Fundraiser and Trussell Trust Area Manager

Responsibilities: To contribute to the development and sustainability of Richmond Foodbank and to work with The Trussell Trust Regional Manager and attend TT training and Area Cluster Meetings



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Main tasks

Team Management

(Directly managing the staff team of three and the Foodbank volunteers at the Vineyard Community Centre while ensuring that the volunteers at the other locations are equally supervised.)

- Lead the Foodbank teams by personal example in compassionately serving the needs of those requiring emergency food supplies
- Ensure that the Richmond Foodbank is open with adequate staffing levels during Centre opening hours
- Ensure that all team members are trained and able to carry out their tasks correctly.
- Carry out regular one to one supervision meetings with members of staff.
- Ensure that basic daily tasks are allocated to each Volunteer.
- Recruit and select Volunteers at the Richmond Foodbank
- Undertake visits to other Foodbank distribution sites for training and management meetings.

Guest provision

- Ensure that guests referred to the Foodbanks are given a food parcel appropriate to their needs as identified on their voucher.
- On occasion, arrange for a special parcel delivery to guests who are housebound
- Monitor and evaluate our guest's needs with the help of the Foodbank Managers and volunteer teams to support them to appropriate services beyond food.
- Ensure guests with needs other than emergency food are sign posted to our Drop-in Case Workers or specialist agencies such as C.A.B. Richmond MIND etc using the guidelines supplied by the Trussell Trust.
- Ensure that guests visiting the Richmond Foodbank are offered refreshments.
- Ensure weekly deliveries of surplus fresh food from City Harvest are delivered to the Richmond Foodbank and distributed to guests

Administration

- Ensure that the data from the vouchers presented and e-vouchers is recorded properly and establish that referrers are on the online database.
- Induct referring agencies and issue vouchers from online database.
- Maintain on line data on donations received and food given out via vouchers and e vouchers and produce statistics as per Trussell Trust requirements

Product storage

- Ensure that all dry good donations are weighed, sorted and stored in a logical way.
- Ensure an annual stock take is carried out or more frequently as required.
- Maintain appropriate storage units

- Ensure Health & Safety regulations are met in the Richmond Foodbank's storage stock room and in visits to other storage units at Big Yellow, Hampton and the satellites.
- Distribute dry good supplies as per Trussell Trust Manual guidelines.

External relationships and support

- Build pro-active relationships with referral agencies and donors (individual, church, schools, business and supermarkets)
- Ensure that regular donation campaigns are negotiated and held with local supermarkets and donors as required to maintain stock..
- Build partnerships with other local charities
- Liaise with Foodbank staff concerning fundraising or food related issues.

Marketing & Communication

- Market the Foodbank with Borough agencies and promote the donation of food stock.
- Promote the Foodbank to churches, schools, business and individuals and encourage financial support.
- Carry out speaking engagements as required.
- Assist the Communications Officer in the production of promotional material.
- Communicate relevant updates of the Foodbank to the Communications Officer.
- Work with the Communications Officer to promote the work of the Food Bank and to campaign for an end for the need for Food Banks

General

- Ensure that the standards and processes of the Trussell Trust Operating Manual are adhered to.
- Attend Trussell Trust training meetings and conferences.
- Attend team meetings with other colleagues from across the charity.
- Ensure that all Volunteers observe Health & Safety, Fire and First Aid regulations.
- As appropriate inform the Operations Manager of any day to day operating and maintenance issues.
- Actively promote the Foodbank as an Ambassador in all dealings with the public.
- Participate in daily prayers and pray for the ministry of the charity.
- In conjunction with the other staff and Trustees develop the Christian ministry of the Foodbank in accordance with the Richmond Foodbank values and ethos
- Carry out other tasks requested by the Operations Manager for the effective running of the Foodbanks.

7. PERSON SPECIFICATION

Area	Criteria	Essential / Des
Education	Education up to GCSE / 'A' level	Essential
	Good level of spoken & written English	Essential
Experience	Working in social care in either a charity or statutory service	Desirable
	Managing staff and/or volunteers	Essential
	Working in emergency food provision	Desirable
Qualifications	Competent in Word, Outlook, Excel, and the use of databases.	Essential
Personal	It is an occupational requirement for the person to be a committed Christian (Equality Act 2010) and take an active and prayerful role in the ministry of the Centre.	Essential
	Genuine empathy with the Food Bank beneficiaries and a passion to serve those in need.	Essential
	Commitment towards reducing food poverty and working to ensure that no one need go hungry in Richmond	Essential
	Confident, self-motivated and able to work unsupervised	Essential
	Satisfactory Enhanced DBS	Essential
	Has the right to work in the UK.	Essential
	Discrete & confidential	Essential
	Clean driving licence	Desirable
	Respect for the individual and ability to handle sensitively all who visit the Food Banks	Essential
	Skills, knowledge and abilities	Good understanding of the need and politics around Food Banks
Management of staff and volunteers		Essential
Accuracy & attention to detail		Essential

Area	Criteria	Essential / Des
	Excellent verbal and written communication skills	Essential
	Able to use office equipment – phone, photocopier, printer etc	Essential
	Good organisational ability	Essential
	Public speaking	Desirable

8. MAIN TERMS OF EMPLOYMENT

1. SALARY

£18,228 pa (£30,375pa FTE)

2. HOURS OF WORK [22.50 per week]

Monday and Thursday afternoons with other days/hours to be agreed

3. ANNUAL HOLIDAY

5 weeks per year, excluding public holidays.

4. SICK PAY

Statutory Sick Pay on joining and then 2 week's paid occupational sick leave after 6 month's service.

5. PENSION

Our Workplace Pension Scheme is the People's Pension. You are required to join this scheme unless you decide to opt out; the employee contribution is 5% of salary and the employer contribution is 3%.

6. PROBATIONARY PERIOD

3 months.

7. NOTICE PERIOD

2 weeks during probationary period increasing to 4 weeks after confirmation in post.

APPENDIX: NICENE CREED

I believe in one God,
The Father, the almighty,
Maker of heaven and earth,
Of all that is,
Seen and unseen.
I believe in one Lord, Jesus Christ,
The only Son of God,
Eternally begotten of the Father,
God from God, Light from Light,
True God from true God,
Begotten, not made,
Of one being with the Father.
Through him all things were made.
For us men and for our salvation
He came down from heaven;
By the power of the Holy Spirit
He became incarnate of the Virgin Mary,
And was made man.
For our sake he was crucified under Pontius Pilate;
He suffered death and was buried.
On the third day he rose again
In accordance with the Scriptures;
He ascended into heaven
And is seated at the right hand of the Father.
He will come again in glory
To judge the living and the dead,
And his kingdom will have no end.
I believe in the Holy Spirit,
The Lord, the giver of life,
Who proceeds from the Father and the Son he is worshipped and glorified.
He has spoken through the Prophets.
I believe in one holy catholic and apostolic Church.
We acknowledge one baptism for the forgiveness of sins.
I look for the resurrection of the dead,
And the life of the world to come.