COMMUNITY SUPPORT VOLUNTEER (CSV)

Role Description

Thank you for your interest in volunteering with Animal FoodBank UK. Our Community Support Volunteers help us provide emergency pet food support to people experiencing hardship across England, Scotland and Wales.

Volunteering is flexible. You are not expected to be available all the time, and you can choose when you are able to help.

About the Role

As a Community Support Volunteer, you may help Animal FoodBank UK by:

- Delivering pet food to approved service users in your local area
- Collecting donated pet food from supporters or collection points
- Helping distribute posters and information locally
- Identifying possible new pet food donation or collection points
- Supporting us at events and community stalls
- Sharing Animal FoodBank UK information on social media
- Helping raise awareness of our work in your community

You do not have to take part in every activity. We want volunteering to fit around your own availability and circumstances.

How Local Pet Food Support Works

Our volunteers use two dedicated Messenger groups:

Postcode Group

This group is used when we need help in a particular postcode area. Admins will post the area where support is required. You only need to respond if you are available and able to help.

If you volunteer for a request, an admin will contact you privately with the information you need.

Volunteer Chat Group

This is our general volunteer space for questions, updates, information and keeping in touch with the team.

Requests for service-user support will only be posted by authorised Animal FoodBank UK admins.

Admin Team Communication Requirement

All Animal FoodBank UK volunteers are required to add current Admin Team members on Facebook/Messenger so admins can contact them directly when emergency pet food support is needed in their area.

Delivering Pet Food

We will not normally ask a Community Support Volunteer to travel more than 5 miles to complete a delivery.

Where possible, donated food will be used. If suitable donated food is not available, an admin may occasionally ask whether you are willing to purchase specific pet food from an agreed retailer.

If you agree to make a purchase, the items, quantities and maximum cost must be authorised in advance. Please:

- Keep your receipt
- Send a photograph of the receipt privately to the admin you are working with
- Animal FoodBank UK will reimburse the agreed purchase by bank transfer
- Take a photograph of the pet food purchased for our records
- Let the admin know once the food has been delivered

Important: Volunteers are never required or expected to spend their own money on pet food. Any purchase is entirely optional and must be authorised by an AFBUK admin beforehand. If you prefer not to purchase food, alternative support arrangements can be made.

Other Ways You Can Help

- Collecting pet food donations
- Helping at events and fundraising activities
- Distributing posters and awareness materials
- Finding potential new donation or collection points
- Sharing our posts and helping raise awareness online
- Supporting other suitable local activities when opportunities arise

What We Ask From Our Volunteers

- Be kind, respectful and non-judgemental
- Treat service users and fellow volunteers with dignity
- Communicate clearly with the Admin Team
- Follow Animal FoodBank UK guidance and procedures
- Only offer to help when you are genuinely available
- Handle donations and purchases responsibly
- Respect the confidentiality of the people we support
- Represent Animal FoodBank UK positively within your community

If You Are Currently Receiving Support From Us

If you are currently receiving pet food support from Animal FoodBank UK, we may ask you to wait before taking on some Community Support Volunteer duties.

We do not want volunteering to create any additional financial pressure for anyone experiencing hardship. Volunteers are never obliged to purchase food themselves, and we are happy to discuss other activities you may be able to help with.

Please speak to our team and we will be happy to discuss suitable opportunities.

Why Volunteer With Animal FoodBank UK?

- Make a real difference within your local community
- Help pets remain with the people who love them
- Volunteer flexibly around your own commitments
- Meet and work alongside other people who care about animals
- Help raise awareness of pet food poverty across the UK

Interested in Joining Us?

If you would like to find out more about becoming a Community Support Volunteer, please email:

afbs_uk@outlook.com

Tell us a little about yourself, where you are based and the type of volunteering you are interested in.

Our team will explain the opportunities currently available, answer any questions you may have and let you know the next steps.

If you decide you would like to join us, we will then provide our volunteer application form.

Helping keep pets and the people who love them together.

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