



Volunteer Role Profile



Dietetic Support Volunteer

People living with HIV in London are referred to The Food Chain for nutritional support and advice. Our services are designed to help people get well, stay well and lead independent lives. We require volunteers with nutritional knowledge and skills to support our service users so they achieve their nutritional outcomes during their Food Chain journey.

What does the role involve?

You will be allocated your own caseloads of Service Users who you will contact on your designated volunteering day. You'll provide basic nutritional advice in accordance with an eating plan devised by our in house Dietician. You will build a relationship with service users, conducting weekly telephone reviews, ordering groceries and booking people onto Eating Positively our, cookery and nutrition classes, and/or Eating Together communal eating sessions. The phone calls are a way of continually assessing how our service users are getting on. We are aiming to equip people with nutritional knowledge that they can put into practice after they have finished their services with us so and you will play a vital part in this through these telephone calls. Over half of people using our services live alone and experience social isolation so these phone calls also contribute to improving people's mental health. You will receive training in mental health awareness.

This role is subject to an informal interview.

How often do I need to volunteer? How much time do I need to give?

We are hoping for one fixed day a week at The Food Chain office.

Volunteering hours are 9.30am – 5.00pm

What training do I need to complete and what support will I get?

Volunteer induction including HIV Awareness

Office Induction

Service User Support Training

CRM database training

Training in the on-line grocery ordering system

Expenses: Travel expenses are reimbursed in line with the Finance Policy, up to a maximum of the value of an Off Peak zone1-6 travel card. Lunch expenses are reimbursed up to the value of £5.

What skills do I need to be a really good Volunteer Dietetic Support Worker?

Studying for or hold a degree in nutrition or dietetics – **essential**

Excellent written and verbal English language skills

The ability to work independently

Patient and persistent and have excellent communication skills

Excellent time management skills

Computer literate and proficient with Word, Excel, Power Point and the web

A friendly and confident telephone manner, with excellent listening skills

An understanding of data protection and confidentiality

Accurate record keeping skills