



# 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 a number of Service Users who you will call on your designated volunteering day. You will complete an online grocery order with them following an eating plan devised by our in house Dietitian, bearing in mind budget and taste. During the call you will also reinforce basic nutritional advice in accordance with their Dietetic plan, as we are aiming to equip people with nutritional knowledge that they can put into practice after they have finished their services with us. 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. The DSV plays a vital part in this through these telephone calls. You will build a relationship with Service Users, as these phone calls are our main way of continually assessing how our Service Users are getting on. You will also be asked to carry our administrative tasks related to nutrition resources. This role is subject to interview.

### How often do I need to volunteer?

You will need to be able to volunteer in our Caledonian Road offices for one working day per week from 10am – 5.00pm, however we can be flexible with timings. We hope that applicants are able to commit to a minimum period of around 3 months.

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

Volunteer induction including HIV Awareness

Training in the on-line grocery ordering system and Food Chain CRM database

Daily support from our Dietetic Support Coordinator and two HIV Specialist Dietitians

Travel expenses reimbursement to the value of an off-peak Zone 6 day travelcard

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

#### BE AGED 18 OR OVER

- Be in the second year or above in a dietetics/an AfN accredited Nutrition course. We do not accept students studying Nutrition Therapy.
  - OR be a qualified Nutritionist or Dietitian and registered with the AfN/HPCPC
- The ability to work independently and seek support where necessary
- A friendly and patient telephone manner, with excellent communication skills
- Strict adherence to data protection and confidentiality
- Accurate record keeping skills and comfortable using a database
- Confident English language skills