Role Title: Volunteer Shopper

Organisation Name	SCAH (Solihull Churches Action on Homelessness)

SCAH *is a small charity formed by church members from across Solihull in 1993. We* have delivered support and prevention *by providing emergency accommodation, grants to support people in urgent need, and Starter Packs for people starting new tenancies. We have no employees, very low overheads and all our funds are raised from public donations. We believe that we provide an injection of hope to people in urgent need.*
We help people of all faiths and none, and our volunteers are drawn from a range of backgrounds. There is more information on our website: www.scah.org.uk
We are looking to increase the number of volunteers we have to support our 'Starter Pack'.

Main purpose of the role	**Starter Pack Shopper** *Starter Packs can consist of essential household items such as toiletries, duvets, kitchen utensils and towels (but does not include furniture or white goods).* The main role of the volunteer shopper would be to purchase the items from a list (which is completed by the case worker and client), usually from 1 or 2 local supermarkets, and where possible, ensure value for money is achieved. The items will then be dropped off to the case worker or collected from the shopper. The shopping is paid for by the volunteer at the point of purchase and refunds are made speedily by our Treasurer as soon as he has received the electronic paperwork.
Location	Throughout Solihull. The role would be taking place within local communities
Brief description of tasks	• As a volunteer you would be linked to a specific agency and their case workers • A case worker and client will complete a request for support attached with a shopping list, which will be emailed to you directly • If you are able to complete the task you will make the necessary purchases at a local store • If you are unable to complete this you will liaise with other volunteers to decide who may be able to undertake this request to avoid delay • The items will then be dropped off to the case worker or collected from a place of convenience • You will then send proof of purchase receipts to the treasurer to claim your money back. Refunds can then be promptly reclaimed.
Desired skills and/ or experience:	✓ Passion: *for making a difference to the lives of others* ✓ Good communication skills: *this role will require a good standard of IT skills; to be able to check emails regularly and respond to agencies when they have requested a Starter pack, as well as using WhatsApp as a way of communicating with other volunteer shoppers* (Some support can be given to setting this up) ✓ Reliability and Flexibility: We respond quickly to requests to ensure the client has their items as soon as possible ✓ To be able to drive or have access to a vehicle to be able to collect items from the shopping list ✓ Understanding of value for money. To be able to shop on a budget, ensuring best value goods to ensure the funding goes further to support as many people as possible
Training and Support	*Full training and regular support is given to our shoppers.* *All are invited to meet for lunch on a quarterly basis to share wisdom and enjoy time together.*
Time Commitment	Approx. 4 - 8 hours per month *A typical volunteer might give up a couple of mornings or afternoons a month to shop for items and take them to a partner organisation (or be available for collection of items)* Flexible on times as requests are irregular - there may be a few a week and then nothing for a fortnight. We always try to respond within 48 hours whenever possible.
Responsible to	Our Board of Trustees

If this sounds appealing to you, please get in touch