

Volunteer Role: Signposting Volunteer



Where: Canolfan Gwyrfai, Lon Cae Ffynnon, Caernarfon, LL55 2BD

When: Tuesdays and Fridays, 10:00 AM to 2:00 PM

Time commitment: 4-8 hours per week

Main contact: Trey McCain, Banc Bwyd Arfon, info@arfon.foodbank.org.uk

Overview of the role: The foodbank's main task is to provide a 3-day emergency parcel of food to people in need. Sometimes people come to us only once, while others are more frequent clients. This role will be the primary connection between the client and the foodbank to both ascertain what the client needs in the parcel as well as to identify opportunities to signpost the client to other support agencies.

Key tasks:

- Be a friendly face for visiting clients and phone clients who haven't come in-person
- Treat people experiencing hardship with dignity and respect
- Correctly identify what event or condition has brought someone to the foodbank
- Record parcel needs for packing crew
- Identify opportunities to signpost clients for specialised help
- Follow-up with clients who have been previously signposted or referred

About you

- Preferred bilingual in Welsh and English
- Good interpersonal skills
- Good organisation skills
- Confident IT user
- Self-motivated and able to carry out responsibilities with minimum supervision

Benefits of volunteering

- Using your existing skills to make a difference
- Seeing change in the lives of the individuals you meet

- Make a real difference to the running of your food bank

Impact of your role

- Meet people as individuals with their own stories instead of numbers to be processed
- Connect people to long-term help
- Free up resources so more people can be helped

Support

You will be given an initial training and induction to the foodbank followed by ongoing training and support for your specific role. Your main contact while volunteering with Arfon Foodbank will be the Signposting Coordinator.

How to apply

For more information please contact info@arfon.foodbank.org.uk.