

## Role: Signposting Volunteer

**Where:** Volunteering takes place at one or more of our eight distribution centres across Wrexham, depending on your availability and preferences.

**When:** Sessions run Monday to Friday throughout the week. We ask volunteers to commit to at least one session on a regular basis. We aim to accommodate flexibility where possible.

**Time commitment:** Each session lasts up to 1.5 to 2 hours, and may include setup and clear-down.

**Our Vision:** A Wrexham where everyone has enough money to buy the essentials in life.

**Our Mission:** We're here to reduce food bank dependency by offering more than food — helping people find lasting support and a way out of financial hardship.

### Overview of the role:

We are committed to ensuring anybody visiting a food bank is welcomed, valued and treated with dignity. Providing **signposting opportunities is a vital part** of our service, helping clients access additional support beyond food vouchers. This role involves providing direct support to people referred to the food bank centre. A signposter aims to sit down and chat with food bank visitors, make them feel comfortable and provide opportunities to explore further support clients may need - signposting them to other services or groups where appropriate.

### Key tasks

- Make food bank visitors feel welcome
- Sit down with visitors and encourage conversations.
- Offer a listening ear and signpost clients, where possible, to further support, using information from the signposting resources
- Add any useful information to the signposting resources
- Work under the guidance of the team leader and report any health & safety or safeguarding concerns.
- Be prepared to attend training provided by the food bank

### About you

- Strong team player
- Excellent communication skills

- Empathetic with good interpersonal skills
- Excellent listening skills· Good interpersonal skills
- Self motivated
- Able to use initiative
- Knowledge or experience working in community settings is desirable, but not essential.

### **Benefits of volunteering**

- Using your existing skills to make a difference
- Meeting new people who share your passion to eradicate poverty in the community
- Making a real difference to the running of your food bank
- Impact of your role
- Helping to ensure a dignified experience to anyone visiting a food bank
- Signposting people for further support which can help lift them out of poverty

### **Support**

You will be given all the required training and support before starting your role.

You will have a main contact throughout your time volunteering.

### **How to apply**

For more information, please contact [info@wrexham.foodbank.org.uk](mailto:info@wrexham.foodbank.org.uk) or visit our volunteer [webpage](#).