

Role: Session Volunteer

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

When: We are currently seeking volunteers to help on Thursday mornings or Friday mornings from. We ask that volunteers commit to at least one session on a regular basis. We will do our best to accommodate flexibility where possible.

Time commitment: Each session lasts up to 1.5 to 2 hours. This 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:

This role involves providing direct support to individuals experiencing hardship who are unable to afford basic essentials. Responsibilities include packing food parcels, guiding individuals through the process of collecting emergency food, and ensuring they feel welcomed and comfortable.

Key tasks:

- Welcome clients to the foodbank centre
- Receive vouchers, check validity, and prepare food parcels according to the standard
- packing lists
- Make refreshments and tidy up as required during the session
- Offer a listening ear and signpost clients, as required, to further support, using information from the signposting folder/leaflets
- Offer prayer to clients, when appropriate (if a volunteer and client are happy to do so)
- Work under the guidance of the session leader and report any health & safety or safeguarding concerns to the project manager/session supervisor

About you

- Strong team player
- Excellent communication skills
- Empathetic
- Able to commit to volunteering regularly
- Organised and self-motivated

Benefits of volunteering

- Using your existing skills to make a difference
- Meet new people who share your passion for eradicating poverty in the community
- Make a real difference to the running of your food bank

Impact of your role

- Helping to ensure a dignified experience for anyone visiting a food bank
- Signposting people for further support, which can help lift them from poverty

Support

You will be given all the required induction 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) or fill in our application form selecting the role you are interested in ([here](#))