Role: **Signposter Volunteer**

Where: **Maesteg Foodbank or Caerau Foodbank or Cornelly Foodbank**

When: **One session a week**

Time Commitment**: Maximum of three hours**

Main Contact: **Manager**

**Overview of the role:**

We are committed to ensuring anybody visiting the foodbank is welcomed, valued and treated with dignity.

When appropriate to signpost or make a referral to third parties in order to provide individuals with support and help.

This role is focused on ensuring that the signposting information held by the food bank is relevant, comprehensive and up to date.  It makes a valuable contribution to ensuring that people visiting the food bank feel supported.

Through our partnership with Citizens Advice Bureau, the Signposting role enables us to give the client added value when visiting the Foodbank. An offer of support is made available that may help them overcome any issues, problems or difficulties they are currently experiencing.

**Key Tasks:**

* Provide appropriate help and guidance to each individual client.
* Make referrals to other agencies when required e.g. CAB
* Complete/send all referrals (electronically) to the Manager by the end of each session.
* Maybe asked to work in other locations within Bridgend County
* Attend meetings internally and externally
* Ensuring the information leaflets are all up to date and relevant
* Highlighting any changes or updates to administrator
* Identifying additional, relevant local services
* Work closely with other volunteers within the Foodbank

**About you:**

* Highly organised
* Good interpersonal skills
* Self-motivated
* Able to use initiative
* Basic I.T. skills
* Able to build a rapport with a range of individuals
* Understand the importance and issues around confidentiality
* Good organisational skills
* Ability to stay calm
* Empathetic and non-judgemental approach to work
* Excellent communication skills (both written and verbal) and listening skills.
* Flexible and adaptable

You will be given all the required training and support before you start your role.  You will have a main contact throughout your time volunteering