



Volunteer Role	Signposting Volunteer
Coordinator	To be confirmed
Where you will be based	New Church House, Ormskirk
When you will be volunteering	Tuesday and Friday mornings

### **Why we want you**

Our food bank provides emergency food and compassionate, practical support to people in crisis, while campaigning for a UK without the need for food banks. Without our volunteers, selflessly donating their time, we simply would not be able to support the hundreds of people in crisis.

The number of people needing food banks increased in recent years and we anticipate this trend may continue. As a signposting volunteer you will play a vital role to our food bank ensuring that we are meeting the demand for our services, providing help and support to people in crisis in the local community.

Within our foodbank sessions we want to ensure that every client has been given the opportunity to speak to a volunteer about any further support needs they might have. This role therefore involves directly working with clients, exploring any issues clients might have and supporting them in the most relevant way.

Applicants will be expected to attend training sessions to ensure their knowledge is kept updated.

### **What you will be doing**

- Actively engaging with clients to offer your support
- Triaging clients by asking basic questions
- Providing generic support and signposting information
- Supporting clients to fill in forms or access online

### **The skills you need**

- Good Communication
- Interpersonal Skills
- Empathy
- Passionate about Tackling Poverty
- Reliable

### **What's in it for you**

- Make a difference
- Meet new people
- Learn new skills

**Interested?** Contact us on [info@ormskirk.foodbank.org.uk](mailto:info@ormskirk.foodbank.org.uk)