

# CWTCH CUBBIES VOLUNTEER

Thank you for taking the time to learn more about volunteering with Faith in Families. Your willingness to help means the world to the children and families we support.

## THE ROLE: **REQUEST PACKING**

Each of our three Cwtch Cubbies typically welcomes around 40–60 visitors during each 2hr opening. Within this busy and fast-paced environment, we distribute essential cleaning and hygiene items in a way that is both friendly and efficient.

## WHAT YOU'LL BE DOING:

- **Preparing and packing bags based on request forms, ensuring accuracy and care in each order.**
- **Restocking shelves throughout the session to maintain smooth operations**
- **Monitoring and recording stock levels to improve restocking.**
- **Checking that all request forms and details are correctly completed and understandable.**
- **Responding to any questions from visitors.**

## WHO YOU ARE:

- **Calm and composed under pressure, able to work efficiently in a busy setting**
- **Friendly and approachable**
- **Detail-orientated, able to focus on accuracy when packing and checking requests**

## WHY VOLUNTEER WITH US?

### **CHANGE LIVES**

Impact lives, sharing your time with families and children, making a real difference in their lives.

### **BUILD SKILLS**

Gain experience while being supported by our Volunteer staff hub; access to qualifications + a reference if needed.

### **CONNECT**

Meet new people, get involved with social events & activities. Volunteering sessions that fit around your life.



## WHERE & WHEN?

Clase:

Monday: 9:00 am – 11:30 am  
Wednesday: 1:15 pm – 3:45 pm

Bonymaen:

Monday: 1:15 pm – 3:45 pm  
Thursday: 9:00 am – 11:30 am  
Teilos (Portmead):

Tuesday: 9:00 am – 11:30 am  
Thursday: 1:15 pm – 3:45 pm

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## THE ROLE: **WAITING ROOM**

Each of our three Cwtch Cubbies typically welcomes around 40–60 visitors to receive essential items. The waiting room is a key part to creating a welcoming space where visitors feel comfortable and can be connected with additional support services if needed.

## WHAT YOU'LL BE DOING:

- **Greeting visitors as they arrive, offering a warm and friendly welcome.**
- **Providing clipboards and request forms, ensuring everyone is supported to complete them.**
- **Keeping forms organised in order of arrival to ensure a fair and smooth process.**
- **Helping to keep the waiting area calm, organised, and welcoming throughout the session**
- **Sharing information about other sessions and support available through Faith in Families.**

## WHO YOU ARE:

- **Friendly and approachable, helping visitors feel at ease.**
- **A confident multitasker, able to stay organised in a busy environment.**
- **Comfortable working with lots of people and maintaining a positive presence.**
- **Observant and proactive, able to spot where support or guidance may be needed.**

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## THE ROLE: **RESTOCKING**

Each of our three Cwtch Cubbies typically welcomes around 40–60 visitors to receive essential items. In between sessions, we restock shelves to be ready for the next opening. This role may involve working at our warehouse to load vans, as well as supporting the unloading, unpacking, and organisation of stock across our three Community Cwtches.

## WHAT YOU'LL BE DOING:

- **Following a packing list to load vans at the warehouse in preparation for delivery.**
- **Unloading stock at the Community Cwtches (this may include carrying items up stairs.)**
- **Opening packaging, organising stock onto shelves, and processing recycling.**
- **Be a part of stock management to help keep supplies consistent and fairly distributed across all locations.**

## WHO YOU ARE:

- **Physically able and comfortable with lifting and moving heavier items**
- **Detail-oriented, with a focus on accuracy when packing and organising stock**
- **Reliable and proactive, able to work as part of a team to keep operations running smoothly**

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