

Volunteer Opportunities with Bangor City Council / Hwb Dinas Bangor

Join our team to support Bangor residents live their best life – in their world

Hwb Dinas Bangor is a department within Bangor City Council, established in April 2025 to support residents across the City, who are experiencing a wide range of social challenges such as hunger, loneliness and isolation, homelessness, poor mental health, domestic abuse, substance misuse or exploitation.

The Hwb (which is funded by grants and charitable donations) is a multi-agency service working directly with statutory service providers, risk-management agencies, the voluntary sector and community groups to deliver key health, social and wellbeing support across Bangor.

Working in partnership with over 50 expert partners from the public and voluntary sector using existing funding streams, the Hwb only seeks funding where a gap in service exists or the existing service is already over-burdened.

Residents of all ages are supported in a number of locations across the City including Hwb Westend Hub on Farar Road, Clwb Hirael on Beach Road and Maes Ni in Maesgeirchen. A number of other community centres around Bangor are also part of our wider network of delivery locations.

Since opening, over 12,000 residents have accessed support and services at the Hwb with 77% of these residents returning for additional support.

With the expansion of services offered in the Hwb and extended opening hours, we are now looking for volunteers to support in the following roles:

Role	Objective of role	Schedule or period to be covered (Note! You do not have to cover the whole timeslot below, if you are unable)
Kitchen support	Preparing toasties, hot drinks, soup, clearing/washing up	Fridays, Saturdays, Sundays 5pm – 11pm
Support officers	Working directly with residents, helping them to identify and resolve issues	Anytime between the following hours: Monday – Friday: 9am – 4pm Saturday – Sunday: 10am – 3pm Friday, Saturday, Sunday: 5pm – 11pm
Meet & Greeters	Welcoming residents to the Hwb as they walk through the door and providing social	Anytime between the following hours: Monday – Friday: 9am – 4pm

	interaction (participating in conversations, listening to others)	Saturday – Sunday: 10am – 3pm Friday, Saturday, Sunday: 5pm – 11pm
Listeners	Providing a kind, compassionate and non-judgemental listening ear to residents coming to the Hwb	Anytime between the following hours: Monday – Friday: 9am – 4pm Saturday – Sunday: 10am – 3pm Friday, Saturday, Sunday: 5pm – 11pm
Activity Coordinators	To establish, lead and deliver a number of wellbeing activities, eg, crafts, light walking, chair yoga, to name a few	Anytime between the following hours: Monday – Friday: 9am – 4pm Saturday – Sunday: 10am – 3pm

The following attributes are essential:

- A cheerful, positive and encouraging disposition.
- Approachable and easy to talk to, with gentle confidence.
- Excellent listening skills.
- Excellent problem solving.
- Attention to detail.
- Ability to respond to targets and deadlines.
- Ability to deliver and respond to change, at pace.
- Ability to see the bigger picture/whole system approach.

We offer the following support to all volunteers:

- Full induction training, including safeguarding, mental health, health and safety, food hygiene.
- Free hot food and refreshments.
- Volunteer reward vouchers for food shopping.
- Regular support supervision.
- Team building activities/events.
- Payment for DBS.

Volunteering with Bangor City Council / Hwb Dinas Bangor provides an ideal opportunity to gain valuable experience to help you find paid employment, improve your skills, move into a different sector of work, improve your confidence and contribute to your community during difficult times.

For an informal discussion about these roles please contact:
Lisa Goodier, Bangor City Council, Ffordd Gwynedd, Bangor, LL57 1DT
Lisa.Goodier@bangorcouncil.com or phone 07484 559181

To apply, please complete our volunteer application form.