

Signposting & Guidance Volunteer role



Introduction to Little Village:

Little Village is like a foodbank, but for clothes, toys and equipment for babies and children up to the age of 5. We've grown to be one of the largest 'baby banks' in the UK, supporting over 11,000 children since we launched in 2016. Families are referred to us via a network of over 1,800 professionals such as midwives and social workers. As a movement committed to alleviating child poverty, Little Village's vision is that every child in the capital has the essential items they need to thrive.

Our vision is that every child in the capital has the essential things they need to thrive, and that everyone can play a part in achieving that goal.

Our mission is to make it as easy as possible for families to help each other to thrive. Our work is made up of five 'pillars':

- Alleviating material poverty in the early years
- Providing meaningful social networks
- Offering opportunities for skills development and personal growth
- Looking after the planet
- Bringing people together to tackle the issue of child poverty

Our values of love, solidarity, thriving and sustainability underpin everything we do:

Love: We promote love in everything we do, nurturing warm, welcoming and respectful communities.

Solidarity: We stand together, united in our belief that every child deserves the best possible start in life, and in support of parents dealing with difficult circumstances.

Sustainability: We operate on a model that re-uses existing materials and kit and reduces the demand on the Earth's natural resources.

Thriving: Poverty blights lives. We want to give everyone the chance to thrive, rather than simply cope. Everyone can bring something to Little Village, and everyone can take something away, whether that is a bundle of clothes or an enriching voluntary experience.

We are introducing a new programme to support families through guidance and signposting. As many families referred to us are facing multiple challenges, this will allow us to provide practice support beyond the kit and clothing that our baby bank offers.

Role description

- To offer quality signposting and guidance to families on a range of issues including money, benefits, housing, welfare, either over the phone or in person;
- To refer families for further support if needed, including issuing foodbank vouchers;
- To advocate on behalf of families with at a basic level with external organisations e.g. housing office, Universal Credit team;
- To refer vulnerable families with complex situations to the Lead Signposter for in depth support;
- To evaluate the impact of Little Village's support through follow up calls with families;
- To ensure records are maintained accurately and in a timely manner on the database;
- To build and maintain relationships with other organisations to raise awareness about Little Village and to support referrals and signposting for families;
- To attend regular volunteer support sessions to share experiences and build skills.



Person Qualities We're Looking For

- Ability to quickly build rapport with people and discuss sensitive situations with diplomacy and positivity;
- Ability to understand complex information, and offer clear & accessible information;
- Excellent written and spoken English, including over the phone;
- Ability to maintain professional boundaries; an understanding of why this is important;
- Good attention to detail and good at keeping records;
- Confident in using a computer, for record keeping, database access, and research;
- Motivated by supporting families of young children, & the fight against poverty impact;
- Ability to commit to volunteering 4 hours per week for 6 months after the initial training.

Please note this role will require a DBS check.

We particularly welcome applications from people who have been supported by Little Village and those who have experience of living on a low income.

Voluntary and personal experience can be as relevant as professional experience for this role.

Key dates

Closing date for enquiries: Wednesday 27th October

Short interview chat by phone: week of 18th October

Training: 20 hours from week of 1st November to week of 15th November

Application Process

If you are interested in becoming a Signposting and Guidance Volunteer, please complete this form by 9am on Friday 15th October: <https://www.tfaforms.com/4936884>

We will invite you for a short, informal interview over zoom so that you can find out more about the role and we can get to know you better.

We are very happy to have an informal chat before you complete the form if you would like more information. Please contact tamsin@littlevillagehq.org