



## Little Village Onsite Volunteering Guide

To ensure you know what the volunteer work will involve, we have briefly detailed some of the tasks below.

### **Donation Sorting, Checking and Organising:**

Managing donations to ensure the items are in a suitable condition to be gifted to families, this includes:

- Checking items meet our quality standards
- Sorting clothes and accessories by size, gender and type
- Ensuring cots, buggies and other equipment are complete and with instructions (if required)
- Making gift packs of underwear, socks, tights, bibs, linen etc
- Replenishing stock levels with donations when they deplete

### **Packing for referrals we've received:**

- Packing bespoke items for families
- Selecting the items, they require and ensuring suitability
- Ensuring items are packaged with love and care
- Creating clothes boxes by age and gender, to include a variety of essential items using a guide provided
- Making up toiletry packs and other gift packs for families

### **Family Liaison:**

- Meeting, greeting and welcoming families to the site
- Providing clarification and managing expectations in regard to the service and support we offer
- Establishing the requirements of the family and what they need
- Supporting with items the family require, helping to select items when required
- Signposting to local information that might be helpful / what's available

### **Other tasks:**

- Meeting, greeting, and thanking donors at any donation sessions
- Receiving deliveries, unloading and putting items away
- Helping dispatch prepared bundles to families via couriers or volunteer drivers

*NB: The volunteer role does require a variety of manual tasks, e.g. lifting boxes and equipment. Please talk to your session lead if this sort of work should be avoided for any reason so we can support you sufficiently while you volunteer*