



## JOB DESCRIPTION

### Signposting and Guidance Lead

We think this job requires 14 hours per week, 52 weeks per year but we're open to discussions about flexibility.

£26,000 FTE (gross) per annum, 12 months fixed term contract - role to start in February 2024

This role will require a DBS check.

#### **About 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 17,000 children since we launched in 2016. Families are referred to us via a network of over 1,900 professionals such as midwives and social workers.

As a volunteer powered movement of parents committed to alleviating child poverty, Little Village's vision is that every child in the capital has the essential items they need to thrive.

#### **About this role**

The Signposting and Guidance Programme is a growing initiative for Little Village, and we are looking for someone who will offer quality signposting and guidance and supervision of volunteers and support the development of the service.

You'll be passionate about tackling child poverty and motivated by our values of love, solidarity, thriving and sustainability.

You'll largely be supporting families based in Southeast London, but the work will be carried out remotely.

**Reports to:** Family Services Manager

**Purpose of role:** To work with the Family Services Manager and Signposting and Guidance Volunteers to provide a high-quality signposting and guidance service to families we support.

#### **Main responsibilities**

##### **Signposting and guidance**

- To offer quality signposting and guidance to families with complex situations on a range of issues, including money, housing, benefits and welfare.
- To refer to and liaise with other voluntary or public sector organisations supporting families, to ensure further support or specialist advice.
- To stay informed of key changes in housing, benefits and welfare to ensure that signposting and guidance is accurate and up to date.
- To work within the partnership with Money and Pensions Service, using their training and resources.

##### **Volunteer support**



- To support volunteers offering signposting both remotely and onsite.
- To run regular group support sessions for volunteers to share ideas and experience and to build a positive and supportive volunteer team.
- To model and advise on best practice around boundaries and safeguarding.

#### **Resource and Partnership Development**

- To maintain and develop the resources library used by volunteers.
- To research and explore new resources, particularly in target boroughs.
- With the Family Services Manager, to develop partnerships for greater depth support for families through third party agencies.

#### **Post Service Evaluation**

- To manage and support volunteers in the completion of post-service questionnaires.
- To fulfil post-service questionnaires with families requiring interpreting or where volunteers are unable to make the call themselves.
- To work with the Family Services Manager to collate and analyse impact data to contribute to learning on a regular basis.

#### **Active member of the Little Village team**

To embody the values (Solidarity, Love, Thriving, Sustainability) and organisational behaviours in your work every day.

### **About your skills and experience**

#### **Signposting and guidance**

- Substantial experience of offering signposting and guidance in money, housing, benefits or welfare, or a related area.
- Ability to quickly build relationships with potentially vulnerable families in stressful and complex situations.
- Excellent oral and written communication skills, including the ability to provide support to families mainly over the phone.
- Experience in understanding potentially complex situations and offering clear, impartial and accessible information.
- Ability to maintain strong professional boundaries, and an understanding of why this is important.
- Ability to support families with more limited English, including working alongside interpreters where possible.

#### **Volunteer support**

Experience managing and/or supporting volunteers, to ensure that they are confident, motivated and engaged.

#### **A great team member**

- Ability to work autonomously but also as part of an effective team.
- Value and support everyone who comes into contact, volunteers and works at Little Village.

#### **A knowledge and passion for our work**

- Passion for tackling child poverty and the role we can play in that.
- Honesty, integrity and a strong commitment to our values.

**Other**

- Existing knowledge of relevant organisations and support networks in Southeast London, or the willingness to build that knowledge.
- Strong computer skills, including the ability to use databases confidently.

**Desirable**

- Ability to speak another community language, particularly Arabic, Urdu, Bengali, Albanian, Spanish.
- Experience (direct or indirect) of living in poverty.

**What we can offer****Salary and pension**

The salary for this role is £26,000 full time equivalent (subject to deductions). On pensions, we will match your contributions by 3% if eligible.

**Annual leave**

You will be entitled to 25 days of annual leave plus bank holidays (these will be pro-rated to reflect your working hours if you work less than 35 hours per week). We usually give the team time off between Christmas and New Year that doesn't come out of your allowance.

**Hours of work**

We anticipate this role requires 14 hours per week, including occasional evenings. We are open to discussions about flexibility.

**Location**

This role will be remote working from home.

**Contract**

This is a 12 months' fixed term contract, starting in early 2024. You will have a probation period of 3 months.

**The application process**

Little Village operates in London, one of the most diverse cities in the world. We are working towards a goal where our team fully reflects that diversity and difference in lived experiences and strongly encourage applications from under-represented groups including people from Black, Asian and Minority Ethnic backgrounds, LGBTQ+ people, people with disabilities, people with lived experience of poverty either personally or through family, experience of the care system, non-graduates and first-in-family graduates. As part of our commitment to fairer recruitment, all applications will be assessed without names and any protected characteristics.

We want Little Village to be a place where our individual differences and contributions are truly recognised and valued. We want to support people with disabilities and are fully committed to make any reasonable adjustments so that everyone can apply to this role. We are serious about working with the right candidate to make this role work for them. To read our Equal Opportunities Policy please see [here](#).

We know everyone's lives are different and that traditional working patterns may not be quite right for you. We think this job requires 14 hours per week but if you are interested in the role but cannot commit to the hours above, we are also open to discussing the hours you are able to do.



The requisite eligibility criteria, or work visa to work in the UK are a requirement for this position and unfortunately, we are not able to offer relocation and/or sponsorship support.

Please note that this position will require a DBS check.

If you need additional support with your application or Interview process, then please do let us know what you need and where we can help make this accessible.

To apply, we would like you to completing [this online application form](#) by **9am on 13 December 2023**. Here, you'll be able to attach a CV. You will also need to respond to the following questions, using up to 500 words for each answer.

- 1) What skills and experience would you highlight that are relevant to this role and our work at Little Village?
  - a. Substantial experience of offering signposting and guidance in money, welfare, benefits, housing, or a related area.
  - b. Ability to quickly build relationships with potentially vulnerable families in stressful and complex situations.
  - c. Experience supporting volunteers, to ensure that they are confident, motivated and engaged.
- 2) How have you successfully juggled multiple priorities and what strategies, systems and processes have helped you to do so?
- 3) Which of our four values; love, solidarity, thriving and sustainability resonates with you most and why?

We will be looking for concrete evidence of the difference you've made in relation to the questions we've asked: it's your chance to show us the skills and experience you'd bring to this role.

We will also invite you to complete an [anonymous equal opportunities form](#). The information contained in this questionnaire will be treated as confidential and will be used for monitoring purposes only. This information won't be seen by any person involved in the selection process for this post. It will enable us to monitor how we are doing against our diversity and inclusion commitments.

Applications should be completed by **9am on 13 December 2023**. Please note, applications not using the online application form and following the guidelines set out here will not be considered.

## **Key dates**

**Submission of application:** 9am on 13 December 2023

All applications will be assessed on the match to the experience and skills set out here. We know we are asking for a lot and we are looking for your honest appraisal of where you are already high performing and where there is room for growth.

**First round:** 10 January 2024

This stage will include a competency-based interview with two members of the Little Village team. We will confirm who you'll be meeting when this interview is arranged.

**Second round:** 17 January 2024

This stage will include a task and a competency-based interview with two members of the Little Village team. We will confirm who you'll be meeting when this interview is arranged.

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