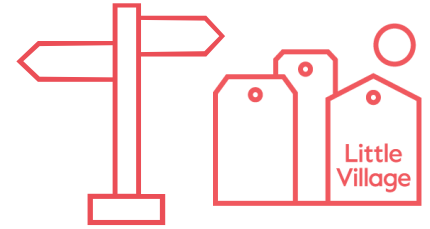


# Signposting & Guidance

## 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 25,000 children since we launched in 2016. Families are referred to us via a network of over 2,000 professionals such as midwives and social workers. Little Village's vision is of thriving communities where families share their pre-loved kit and every child under five has the start in life they deserve.

### Our mission

We have three:

- To ensure low income families with children under five have the support and essentials they need
- To work together with parents to fix the systems that trap families in poverty
- To inspire families to both choose and share pre-loved children's clothes and kit

### Our work is made up of five pillars:

- **Essential kit** - Alleviating material poverty through our baby bank
- **Connections** - Creating deeper connections and support to make a tangible individual change through signposting
- **Volunteering** - Offering opportunities for skills development and personal growth
- **Circular Living** - Looking after the planet by championing circular living
- **Advocacy** - Bringing people together to tackle the issue of child poverty at a systemic level through our campaigning and advocacy work



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

Our Signposting and Guidance programme allows us to provide practical 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
- To refer families for advice or further support, including issuing foodbank vouchers
- To advocate on behalf of families with other professionals or external organisations such as local councillors, housing office or Citizens Advice Bureau
- To be alert to and raise potential safeguarding concerns with staff in line with Little Village's safeguarding policy where needed
- To ensure records are maintained accurately and in a timely manner on the database
- To identify local organisations and to build and maintain relationships to raise awareness about Little Village and to support referrals and signposting for families
- To attend regular volunteer support sessions and one-to-one supervision 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



We are currently looking for volunteers to support families based in north or southeast London, offering the support remotely over the phone. We ask that you are available to volunteer for 4 hours a week within these times:

North London: Monday-Thursday 9am-3pm

Southeast London: Tuesday-Wednesday 9am-4pm

Please note, we will ask for a DBS check before you start volunteering.. 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 applications /enquiries: Monday 11th March 2024

Training: Approx 25 hours over four weeks. Training combines an online, self-guided course and online live sessions. These sessions are a necessary part of the training:

Wednesday 20th March (8pm-9.30pm)

Wednesday 27th March (approx 12.30-3pm, exact timings tbc)

Tuesday 16th April (7pm-9pm)

Start date: April 2024, immediately post-training

### Application Process

If you are interested in becoming a Signposting and Guidance Volunteer, please complete this form by 9am on Monday 11th March 2024: <https://forms.office.com/e/yqdJJ7V8u89>

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](mailto:tamsin@littlevillagehq.org)