

BABY BANK HELPER

Our Baby Bank Helpers support families during their visit to Little Village. At one of our busy sites, they help families choose items their children will love. Volunteers also help to sort, check and prepare gifts of pre-loved donations.

What will I be doing?

- Review details of the families booked to visit that day
- Give a warm welcome to all families as they arrive
- Help families to settle in, explain what to expect and offer a cup of tea
- Talk through our referral form to understand their situation better
- Share insight into essential items needed for young children
- Show the items available and encourage them to choose what they love
- Respond with kindness and empathy in emotionally sensitive conversations
- Share information of local activities or services which might be helpful
- Listen out for areas of additional support or concern and share with the team
- Create beautiful packages of clothes, books and toys with care
- Check donated pre-loved items, so that they're all of gift quality
- Act in a non-judgmental, inclusive and loving way

What do I need for this role?

- Ability to build trust and rapport quickly
- Compassionate communication and active listening skills
- Resilience in challenging or upsetting situations
- Able to carry out light manual tasks

What's in it for me?

- Meet new friends and like-minded people
- Travel expenses available
- Induction and regular training
- Written references on request
- Unique insight into child poverty in the UK and not-for-profit sector

"The way I was treated was the most human and caring way, all the shame I felt before was gone once I arrived. Thank you for helping me and my son"

Parent we supported

