

# FAMILY CONNECTIONS

Our Family Connections volunteers chat with families on the telephone after they have received or collected their gifts. They talk with love and without judgment, asking questions and feedback, providing reassurance, care, support, and basic signposting. It's a virtual cup of tea that helps families to feel safe, loved, connected and supported.

**The support I received took a weight off my shoulders the people I spoke to were kind and helpful. Took all the worry I had for being judged away they made me feel confident and happy to ask for help."**

Parent we supported

## What will I be doing?

- Follow-up with families who have received gifts from Little Village
- Ask questions about their experience (in shop or delivery)
- Listen and note down their feedback about what they have received
- Answer questions they might have about baby items
- Help them understand how and when they can get more assistance from Little Village
- 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
- Updating family's records on our database
- Respond with kindness and empathy in emotionally sensitive conversations

## What do I need for this role?

- A quiet space, a phone and laptop
- Experience of logging information accurately on a database
- Ability to build trust and rapport quickly
- Compassionate communication and active listening skills
- Resilience in challenging or upsetting situations

## What's in it for me?

- Induction and regular training, including safeguarding training
- Written references on request
- Unique insight into child poverty in the UK and not-for-profit sector
- A DBS check paid for by Little Village

