SIGNPOSTING & GUIDANCE

Our Signposting & Guidance Volunteers support families in the medium term, over several conversations. Based at home, they're a friendly voice helping families access local services.

All training is provided, ensuring they can confidently talk about money, housing, wellbeing and other areas of support.

What will I be doing?

- Speak to families on the 'phone or in person
- Through conversation, understand their situation and any additional support needed
- Build relationships and trust quickly
- Talk through a range of issues, including money, housing, and wellbeing
- Help families to access extra support e.g. issuing foodbank vouchers
- Speak with other organisations and professionals on behalf of families
- Listen out for areas of additional concern and share with the team
- Build local connections for services/activities which might be helpful
- Use our in-house database to access and update information accurately
- Respond with kindness and empathy in emotionally sensitive conversations
- Act in a non-judgmental, inclusive, and loving way

"At the time when I came to you I was really struggling. I was asking friends to loan me money because I had nothing. You guys were the difference between me not having anything and actually being able to feed my family."

Parent we supported

What do I need for this role?

- We ask for a DBS check (Little Village can arrange)
- 4 hours (within working hours) weekly for a minimum 6 months
- Confident level of written and spoken English
- Compassionate communication and active listening skills
- Resilience in challenging or upsetting situations
- A quiet space, a 'phone, and a laptop
- Attention to detail (especially with data input)
- Solid experience using databases or similar software

What's in it for me?

- 25 hours of specialist training, recognised by City & Guilds
- Regular volunteer support sessions and one-to-one supervision
- Written references on request
- Unique insight into child poverty in the UK and not-for-profit sector