

# 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 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

## **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

**"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

