



**Bromley  
Brighter Beginnings**

# Family Liaison Volunteer: Role Description

## **Bromley Brighter Beginnings – introduction**

Within the London Borough of Bromley there are large pockets of social deprivation, where families live in financial hardship, impacting on their quality of life and the mental and physical well-being of their children. There are also several refuges for victims of domestic violence, run by Bromley & Croydon Women's Aid, whose residents are often in need of basic essential items when they arrive at the refuge.

Local professional such as social workers, health visitors, midwives, teachers, refuge workers and parenting practitioners work with these families and are best placed to identify their level of need.

We accept referrals from these professionals for baby and child-related items such as cots, buggies, clothes, newborn packs and school uniform, as well as for items such as beds and white goods in cases of particular hardship.

## **Vision**

Our vision is of a world in which children are not disadvantaged by growing up in poverty, and their parents and caregivers do not have to struggle to provide them with the most basic items.

## **Mission**

Our mission is to relieve the pressure of poverty on families in a practical way by providing them with baby, child and household items. This support demonstrates that they are not alone in their difficulties and aims to foster long term social inclusion. Relieving stress, anxiety and depression in parents and caregivers has a positive impact on the early experiences of children, gives those children a better start in life and helps families recover quicker from financial crisis.

## **Values**

**Community:** We harness the power of the community to support its most vulnerable members.

**Inclusivity:** We aim to be thoughtful, inclusive and respectful of the diverse families we support.

**Dignity:** We respect the families we support and aim to reduce the stigma associated with growing up in poverty.

**Sustainability:** We are mindful of the environment and committed to reducing waste as much as possible.

**Well-being:** We promote and are mindful of the physical and mental health of the families we support, and everyone else in the BBB community.

## **Purpose of the volunteering role**

The purpose of this role is to support BBB with the collection and delivery of items in order to fulfil referrals. Your role is to source items required from local supporters and deliver to the family in need directly or via the referrer.

## **Main Tasks**

- With the support of the Chair and other volunteers, you will:
- undertake induction training and follow all BBB guidelines and policies around safe working and maintaining professional boundaries
- take on responsibility for new referrals (at least three a month)
- contact the referrer to acknowledge receipt of the referral and discuss any specific requirements
- contact the referred family to discuss referral and delivery arrangements
- put out requests on the BBB Facebook group for required items
- assemble Newborn packs from storage if necessary for your referral
- collect or take delivery of items from supporters offering them
- Purchase any items necessary to fulfil the referral and claim back expenses (however FLVs are welcome to select only those referrals that require no expenditure)
- Pass on any relevant signposting information to the family
- use the Airtable online database to manage the referral

**Please note: for safeguarding and insurance reasons, children are not permitted when volunteers are delivering to clients' homes or collecting from supporters.**

## **Useful skills, attitudes and experience**

- Basic IT skills including Facebook, as well as willingness to learn/use Dropbox and Airtable online tools for information sharing
- diplomatic, personable and approachable character
- non-judgemental and objective
- understands the importance of strict confidentiality
- able to maintain professional boundaries with families
- must have a car, a valid driving licence and a mobile phone
- reasonable level of physical fitness as the role involves lifting and carrying items
- commitment to BBB's aims and the longer-term value to the community of supporting parents living in poverty

## **Time commitment**

The time commitment varies, depending upon how many referrals you choose to take on, but you should allow for a minimum of 4 hours a week.

## **Flexibility**

Aspects of this description may well be flexible – if you feel that part of the role does not suit you in terms of the time you can offer or your interests and skills, please talk to the Chair.

## **Volunteering Information**

- Volunteers receive training on a range of topics relating to their role, including safeguarding (the safeguarding training, delivered online, must be undertaken during the induction period as it is essential for an FLV's role)
- Support is offered by the Chair, the Referrals Coordinator, Volunteer Coordinator, the management team and other more experienced volunteers

- All new starters are assigned a buddy within the team to work alongside initially. Each team member also has a mentor on the management team as a point of contact for any queries or issues
- Travel expenses, and all out-of-pocket expenses, are reimbursed
- While volunteering with BBB, volunteers have full liability insurance cover
- BBB hold annual appreciation events to recognise the important contribution that volunteers make, as well as regular volunteer forums to share knowledge and best practice
- References are available after a period of three months' volunteering
- The role is for an initial fixed term of 12 months, with extension subject to review with the Volunteer Coordinator. New volunteers will have a review with the Volunteer Coordinator after their first 3 months and then at the end of their first year volunteering.

### **Equal Opportunities**

BBB believes that it is essential to eliminate discrimination and promote equality of opportunity. The charity is committed to opposing discrimination and will not discriminate against any person because of their ethnic origin, gender, sexual orientation, marital status, responsibility for children or dependants, age, employment status, disability, HIV status, religious or political beliefs or because of unrelated criminal convictions.

### **Your Welfare**

Volunteering for BBB is a hugely rewarding experience personally. It can also be challenging at times, but no volunteer should feel over-burdened, and should ask for help if they need it. Please contact the Volunteer Coordinator, or your mentor, in relation to any welfare issues or concerns that may arise in relation to your volunteering experience with BBB.

**All volunteers must be familiar with BBB's Volunteer Handbook and the various policies it sets out, a copy of which will be given to you during training.**