

# Family Support Assistant

Hours: 45 Hours per week total available, 2-3 roles

Salary: £11.05 per hour

Based: First Days HQ

Reports to: Family Support Manager

Direct reports: None



## About First Days:

First Days was started in 2013 in response to needs in the local community in Berkshire. Quite simply: there were people with stuff they didn't need and people who desperately needed it. The charity grew very quickly and now, nearly eight years later, we have staff and volunteers and have helped over 10,000 children, and distributed over 250 tonnes of donated goods.

Our aim for the charity is very clear: we want to close our doors because no one needs our service anymore.

However, with 4.5 million children living in poverty in the UK we actually need to do the opposite - we need to respond to the demands for our service and continue to help as many children as possible.

## What do we do?

We empower parents to make choices which will help them change their situation, whilst restoring some of the dignity that is lost through financial difficulties, by providing them with essentials for their children. Our work reduces the long term effect of poverty on children - we believe children should be safe in their home and out and about, be confident at school and have fun!

## Why do we do it?

Evidence from the Child Poverty Action Group shows that when children, in both their early years and at school, feel that they are equal to their peers they achieve more, do better in exams and can get better jobs.

We know - as a small charity - we can't change the root cause of the situations that families find themselves in, but we can help the children who are victims of a childhood in poverty to feel more equal to their peers. We believe that all children deserve the same start in life, and our part of that is ensuring they have everything they need materially.

## About the role:

This is a new role for First Days, part of the team ensuring that the right support is provided to families.

The family support team will work in our warehouse and out in the community on our van and in our hubs and at events. In our warehouse they will work closely with a team of volunteers to fulfil requests for help from families and professionals working with families. They will also support volunteers in the community to deliver outreach work via our hubs and vans.

We are looking for someone who has experience working in a support role with families or from a front line service within the charity sector.

You will be compassionate and caring. You will understand the difficulties that the families we support might face and you will be comfortable talking to both professionals working with families and the families themselves. You will be well organised and able to multi-task - in the warehouse you might be supporting volunteers to pick 'gift packages', responding to enquiries about requests for help or loading up the van to go out in the community. When out and about you might be taking down details or further support that families needs from First Days, helping them select items from the hub or van, or chatting with parents and signposting them onto other services.

This is a permanent position, with a six month probation period. This role is based at our HQ in Wokingham.

**Main responsibilities:**

- Supporting the Family Support Manager in the delivery of support to families, in our warehouse and out and about in the community.
- Working closely with volunteers to ensure gift packs are picked and distributed; the van and hubs are well stocked
- Working directly with families over the phone and face to face to provide them with the First Days services they need and signpost them on to other services.
- Working with referral agents to ensure families get the essentials they need

**Experience required:**

- Experience of working in the charity sector
- Good understanding of our service users and the challenges they face
- Working with volunteers
- Must be comfortable working in a small team, where at times we have to cover each other's roles.

We particularly encourage applications from black and minority ethnic groups and under-represented communities.

Applications can be made via a covering letter and CV to Emma Cantrell via [jobs@firstdays.net](mailto:jobs@firstdays.net).

The start date for this role is January 2022, with interviews taking place asap in late November or early December.