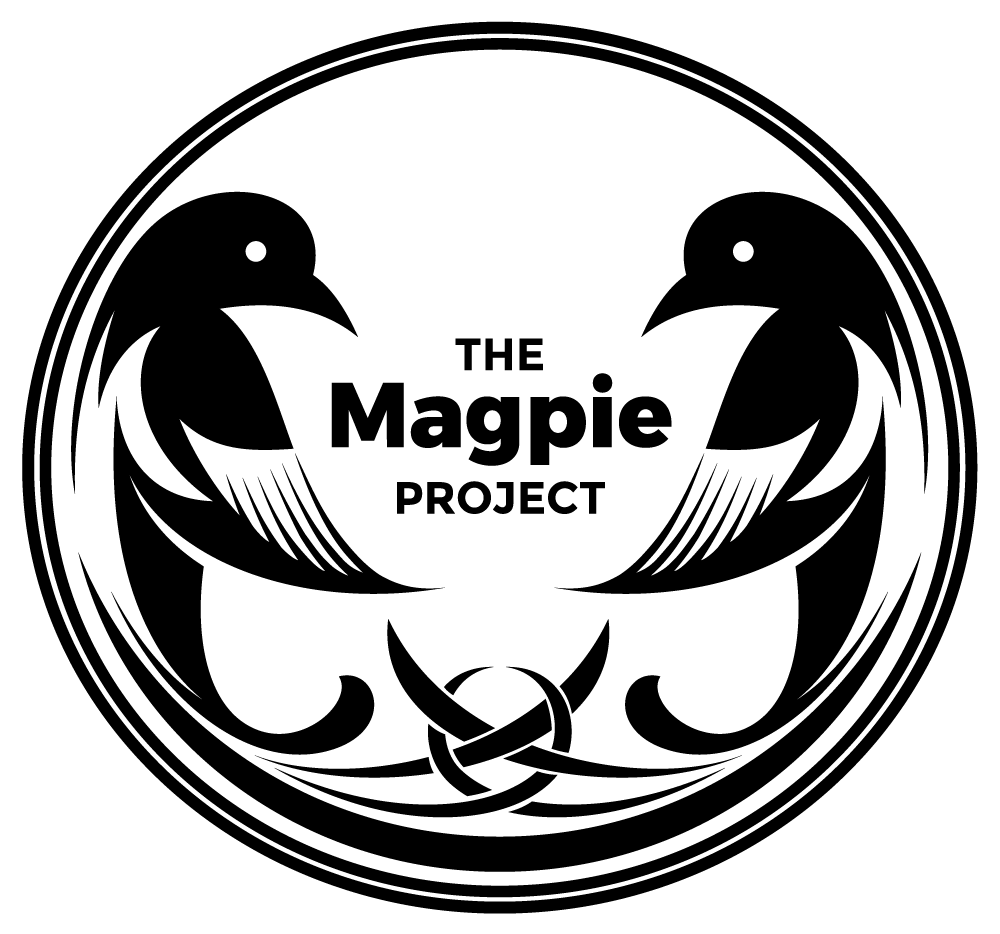
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*Supporting under-fives in temporary accommodation in Newham. Registered Charity Number 1176267.* **The Magpie Project.**

[**www.themagpieproject.org**](http://www.themagpieproject.org) **. facebook, twitter, instagram: @magpieprojectUK**

**Tuesday afternoon form filling volunteer**

**Hours: 1 til 3pm Tuesdays (termtime only)**

**Start: First week in September.**

**Role:**

**To sit with our mothers and fill in online and paper forms including those for:**

* Universal Credit application,
* Housing application,
* School application
* Other public services
* Face to face appointment with mums who need support with their applications

**To help mothers read and understand official letters including:**

* Utility bills,
* Legal letters,
* Bank letters,
* Letters from GP etc.

***Computers and phones will be provided.***

**You are:**

* Organised, Calm,
* Confident, can-do,
* Willing to work within a trauma-informed practice,
* Non-judgemental, Friendly, Approachable,
* Able to maintain boundaries,
* Able to withstand the frustrations of official forms and websites,
* Forgiving of mothers in crisis who may not bring all the correct information at hand when they arrive.
* Able to work within existing safeguarding, health and safety, and equality policies.
* Willing to undergo termly training and support and supervision.

**Your skills and qualities will include:**

* Empathy and communication
* Good level computer literacy with a high functional level of English.
* Ability to help fill in forms online,
* Attention to detail,
* Experience in an advice role welcomed.
* DBS or willing to undergo one.
* Ability to spot and escalate any underlying issues that would need attention.
* Community languages (especially Arabic and Albanian) very welcome.

**You will:**

* Engage with mums to build rapport and trust
* Empower mums to complete sections on forms which they are able to complete themselves
* Ensure mum is happy with next steps/ process where to submit/send form to.
* Support mum with uploading/scanning documents
* Identify areas for further support

**Training will be given on:**

* Safeguarding,
* Trauma informed practice,
* Boundaries,
* Advice services – form filling.
* GDPR

**Commitment**

* We ask for a minimum six month commitment to half a day - Tuesday afternoons from 1 till 3pm at our place of work (Forest Gate). From …Sept onwards
* Agree to undergo training once a term and supervision and support on an ongoing basis.
* Willing to communicate openly with all other volunteers and staff.
* Willingness to use initiative yet escalate concerns if needed.

**Rewards**

* Lunch, refreshments and £3 travel a day provided.
* Volunteering within a small team, friendly, open and fun, which is making a massive difference to marginalised families.
* Experience, training, professional growth, potental references for future employment.
* Being part of true change that will be visible to you from the first few weeks.

**TO APPLY contact:**

[**Marcia.Thompson@themagpieproject.org**](mailto:Marcia.Thompson@themagpieproject.org) **for more information or an application form.**

***We will need volunteers from the second week in September, Training will be the first week of September.***