

**Volunteer Role Title:** Volunteer Delivery Driver

**Location:** Based in Greenwich borough, with travel between Mammakind Charity (Unit 11a Greenwich Centre Business Park, 53 Norman Road, London, SE10 9QJ) and clients' homes

**Responsible to:** Young MumsAid Advice and Advocacy Worker and Specialist Service Outreach Support Worker

**Hours:** Flexible hours, with a minimum commitment of 3 hours per week, usually on a Thursday, in line with client and charity needs

## About MumsAid

MumsAid is an award-winning charity providing specialist mental health and wellbeing support for mothers during pregnancy and early motherhood. We offer counselling, group support, and practical help to ensure that local mums and their families have access to compassionate care and a strong community network.

## Purpose of Role

Many of the mums we support cannot collect essential items themselves due to financial hardship, mobility issues, mental health challenges, or caring responsibilities. Volunteer Delivery Drivers help ensure essential donated items reach mums supported by MumsAid safely, respectfully, and with dignity. This role involves collecting goods from Mammakind Charity and delivering them directly to families, many of whom are experiencing hardship, isolation, or vulnerability. Due to the nature of this role, you will be in direct contact with vulnerable mums and their families, so a strong commitment to safeguarding, confidentiality, and professional boundaries is essential.

## What will you be doing?

- Liaise with MumsAid team about delivery schedules
- Collect and safely transport donated items from Mammakind Charity
- Deliver items sensitively to families
- Maintain confidentiality and professional boundaries
- Follow safeguarding guidance at all times
- Report safeguarding or welfare concerns immediately to the MumsAid team
- Promote and support equality, diversity and inclusion
- Attend induction and role-specific training and take part in feedback sessions

## What skills and qualities can you bring?

- Warm, welcoming personality; good at putting others at ease
- Empathetic, non-judgemental nature
- Some awareness of mental health challenges (especially maternal mental health)
- Strong commitment to MumsAid values: empowering, safe, peer-led, inclusive, sustainable
- Understanding of confidentiality and when safeguarding takes precedence, in line with MumsAid policies and procedures
- Clear communication skills whilst maintaining professional boundaries
- Ability to work independently while following procedures
- Physically able to lift and transport items safely, following manual handling guidance
- Ability to remain calm, respectful, and appropriate in sensitive situations

- Reliable, with good timekeeping
- Committed to equality, diversity, and inclusion
- Openness to feedback
- Willingness to complete volunteer induction
- Willing to undergo DBS check

### **What is in it for me?**

- Induction and training, including safeguarding training
- Ongoing support and feedback
- Reimbursement of travel expenses (with receipts)
- Make a real difference to the lives of local mums and their families
- Gain valuable experience in supporting vulnerable families
- Develop active listening, communication, and safeguarding skills
- Part of a welcoming volunteer team
- Part of a supportive, community-focused charity
- Written references provided on request
- A DBS check paid for by MumsAid (if required)

### **Requirements**

- Full, valid UK driving licence
- Access to a suitable vehicle for deliveries
- Valid vehicle insurance, MOT, and road tax
- Volunteers must confirm with their insurer that their vehicle policy covers charity volunteering
- Willingness to provide relevant documentation upon request
- Physically able to lift and carry items, following manual handling guidance
- DBS check (or willingness to apply, supported by MumsAid)
- Agreement to follow all MumsAid policies and procedures

MumsAid cannot accept responsibility for vehicle insurance, fines, or driving-related offences