

Volunteer Role Title: Feedback & Service Monitoring Volunteer

Location: Remote

Responsible to: Service Manager/ Volunteer Coordinator

Hours: Flexible, ideally 3 hours per week (workload dependent)

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

To support MumsAid in understanding how effectively its services meet the needs of the mums we support. By gathering feedback and contributing to monitoring activities, this role helps ensure that service development is informed by lived experience and that accurate data is available to meet funding and reporting requirements.

What will you be doing?

- Review outstanding feedback responses.
- Contact service users by phone to collect feedback in a respectful, supportive, and non-judgemental manner.
- Assist with the design and distribution of surveys, questionnaires, and feedback forms.
- Record and organise feedback data accurately to support analysis and reporting.
- Support the monitoring of service delivery against agreed outcomes, standards, or targets.
- Identify and highlight recurring themes, concerns, or suggestions to the relevant staff team.
- Maintain confidentiality and follow safeguarding policies and procedures at all times.

What skills and qualities can you bring?

- A warm, empathetic, and non-judgemental approach when speaking to service users.
- Ability to communicate clearly and sensitively with parents who may be experiencing challenging circumstances.
- Good communication and active listening skills.
- Attention to detail and accuracy when recording information.
- Understanding of confidentiality, safeguarding, and when to escalate concerns.
- Reliability and commitment to the agreed volunteering schedule.
- Willingness to complete MumsAid induction and required training.
- Confidence using basic IT tools such as spreadsheets and online forms.

What is in it for me?

- Induction and role-specific training, including safeguarding, mental health first aid, and suicide prevention training.
- Ongoing support and feedback.
- Opportunity to gain experience in monitoring, evaluation, and community engagement.
- Development of communication and listening skills.
- The chance to contribute directly to improving services for mums and families.
- Being part of a supportive network of volunteers and professionals.
- Reimbursement of agreed travel expenses (with receipts).
- Written references available on request.