

Volunteer Role Title: Community Engagement Volunteer

Location: Various – community events, local organisations, businesses and other community settings

Responsible to: Volunteer Coordinator/ Operations and Fundraising Events Officer/ Fundraising Manager

Hours: Various / Flexible – opportunities will vary depending on events, campaigns and community activities

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

Community Engagement Volunteers help MumsAid build connections and raise awareness of our work within the local community.

As a Community Engagement Volunteer, you will be a friendly and positive representative of MumsAid, helping people understand who we are, what we do and how they can get involved. You may represent MumsAid at local community events, fairs and awareness days, connect with local organisations and businesses, share information about our services, promote fundraising and events, and encourage people to volunteer or support our work.

This is not a direct support role. You will not be expected to provide advice, counselling or support to mums. Instead, you will help ensure that more people know about MumsAid, the support we offer and the different ways they can connect with or support the charity.

Full training, information and ongoing support will be provided.

What will you be doing?

Depending on your interests and availability, you may:

- Represent MumsAid at local community events, fairs, markets and awareness-raising activities.
- Be a friendly and welcoming point of contact for members of the public.
- Talk to people about MumsAid, our work and the services and support we provide.
- Help raise awareness of perinatal mental health and the support available through MumsAid.
- Share information about our fundraising activities, events and campaigns.
- Promote volunteering opportunities and encourage people to get involved with MumsAid.
- Distribute MumsAid leaflets, posters and other promotional materials.
- Help us build relationships with local community groups, organisations, businesses and other potential partners.
- Attend local groups, events and community activities to raise awareness of MumsAid.
- Support local organisations or community groups who are fundraising for MumsAid by providing information and promotional materials.
- Help promote MumsAid's own events and community activities.
- Support the planning and delivery of community engagement activities where appropriate.

- Help gather feedback, questions and ideas from the community and share these with the MumsAid team.
- Signpost enquiries to the appropriate member of the MumsAid team when needed.
- Help create a positive, inclusive and welcoming presence for MumsAid in the community.
- You will not be expected to provide clinical information, counselling, mental health advice or direct support to mums. Any enquiries relating to individual support needs will be passed to the appropriate MumsAid team member.
- Follow MumsAid's policies and procedures, including safeguarding, confidentiality, health and safety, and equality and diversity guidance.

What skills and qualities can you bring?

No previous volunteering experience is required. We are looking for someone who is enthusiastic about MumsAid's work and enjoys meeting and talking to people.

- Warm, friendly, approachable and professional.
- Passionate about supporting mums, families and maternal mental health.
- Confident speaking to people from a variety of backgrounds.
- A good listener with strong communication and interpersonal skills.
- Comfortable representing a charity in the local community.
- Reliable and committed to attending agreed volunteering opportunities.
- Able to work independently as well as part of a team.
- Organised and able to manage agreed activities responsibly.
- Willing to learn about MumsAid's services, fundraising activities, events and volunteering opportunities.
- Proactive and willing to get involved and share ideas.
- Supportive of equality, diversity and inclusion.
- Respectful of confidentiality, personal boundaries and MumsAid's policies and procedures.

What is in it for me?

- Join a friendly, welcoming and supportive volunteer team.
- Be part of an award-winning charity making a meaningful difference to mums and families in the local community.
- Help raise awareness of maternal mental health and the support available.
- Help more people discover MumsAid and understand how they can access or support our work.
- Meet new people and build connections within your local community.
- Develop your communication, networking and community engagement skills.
- Gain experience of representing a charity at community events and activities.
- Develop your confidence in public speaking and engaging with different audiences.
- Receive training and guidance to help you feel confident in your role.
- Receive clear information and support from the MumsAid team before community engagement opportunities.
- Receive a MumsAid volunteer t-shirt and relevant event materials where appropriate.
- Reimbursement of pre-agreed travel expenses, with receipts.

Time Commitment

This is a flexible volunteering opportunity. There is no fixed weekly commitment and opportunities will vary depending on MumsAid's events, campaigns and community activities. We would welcome volunteers who can offer regular support, as well as those who would prefer to get involved with occasional events and activities. We will discuss your availability and interests with you and identify opportunities that work for you.

Join the team!

Could you help us spread the word about MumsAid?

As a Community Engagement Volunteer, you'll play an important role in helping MumsAid connect with our local community, raise awareness of our work, promote our events and fundraising, and encourage others to get involved.

If you're friendly, enthusiastic and passionate about what MumsAid does, we'd love to hear from you!