

AIMS Ireland Support Mail Volunteer

Role Description

The AIMS Ireland Support Mail service provides support and information for maternity service users in Ireland and their families. Volunteers will ensure that all emails are responded to promptly and within the framework of AIMS Support Mail Approach. Each volunteer is trained to respond to each email with empathy and will provide information and support through referring to approved services and groups.

The Support Mail Volunteer reports to the Support Officer.

Person Description - Qualities and Skills

- A support mail volunteer will have empathy and good communication skills, have an ability to take direction and possess enthusiasm, passion and energy.
- The support mail volunteer must be respectful of others and be willing to make a commitment to volunteering with AIMS Ireland.
- The support mail volunteer must have a basic level of computer skills, have access to a computer and reliable broadband and basic proficiency with social media.
- Good knowledge and/or experience of the maternity services in their geographical area would be an advantage

The Role:

Support Mail Volunteers will respond to emails from maternity service users and their families and will supply information and/or referrals to approved groups/organisations which may be able to assist.

All persons contacting the service will be treated with dignity and respect and emails will be responded to in a non-judgemental manner.

Support mail volunteers do not give medical advice, nor do they attempt to counsel/psychologically evaluate any person whom they are supporting.

Referrals must be made only to professionals/organisations approved by AIMS Ireland.

Support Mail volunteers will be part of a small team with members within the various regions of Ireland.

Support Mail volunteers will honour a 3 hour weekly commitment for a minimum of 12 months. The Support Mail Volunteer will work from home at a time that suits their own schedule i.e. hours are not fixed.

They shall agree to participate in initial and ongoing training and will participate in any evaluations of the service.

Volunteers will bring to the attention of the Support Officer or AIMS Committee any issues of concern regarding any aspect of your role as volunteer for AIMS.I.

All support volunteers will adhere to the rota to support the stability, consistency and efficiency of the service and will find a replacement if unable to honour a slot and to inform the service manager as soon as possible of this change

Candidates must read and sign the AIMS Ireland Volunteer Agreement prior to commencement of duties.

In return for your commitment to the people in our communities that you are supporting, you benefit by the development of your own skill set, and enjoy a long term relationship with likeminded people in this organisation. AIMS Ireland volunteers often choose to commit to volunteering with AIMS for longer than 12 months and some are volunteering for more than 10 years.