

Support Officer AIMS Ireland

Role & Responsibilities

Skills required

- excellent listening and communication skills
- the ability to deal with complex and sensitive situations
- the ability to train others
- IT and keyboard skills and basic proficiency with social media channels
- Excellent networking skills
- Ability to lead and coordinate a team of support volunteers
- Good knowledge of the maternity services in Ireland and familiarity with HSE run facilities
- A background in psychology, community development or social studies would be an advantage

What you'll do

- You'll be an integral and essential part of what AIMS Ireland is and does; an organisation which supports families and gives maternity service users a voice. You'll be a point of contact for maternity service users & their families. You'll help with any questions or concerns they have about their care.
- Liaising with health care professionals, legal advisors, HSE management and support groups to find ways to solve problems
- Networking & building relationships with key healthcare professionals & management within the HSE through service user representation & various fora as required.
- Working closely with the Chair & board of management of AIMS Ireland, attending monthly committee meetings
- Helping women & / or their families understand the HSE complaints procedure
- Supporting service users through the complaints processes
- Advising service users and the public about how they can get involved in their own healthcare and with local HSE services
- Collating concerns, suggestions and experiences from those who contact AIMS Ireland and reporting these trends to AIMS Ireland board of management. Contributing to

decisions on representing these experiences at various fora where service user representation is sought.

- providing information about how to get independent help with a complaint
- lead and coordinate a team of support mail volunteers

- Training, supervising and coordinating support mail volunteers in conjunction with the AIMS board of management

The Support Officer must be prepared to commit at least 8 hours a week to AIMS Ireland on a voluntary basis and must be prepared to commit to a minimum of 12 months service. The Support Officer will work from home and may honour their time commitment at a time that suits them i.e. apart from attending various meetings, hours are not fixed. Because of the nature of the work involved, time flexibility is required as some weeks will involve more work than others.

The Support Officer role at AIMS Ireland is a challenging yet rewarding position for anyone with a passion for supporting families through the areas catered for by the maternity services.

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.

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