

Volunteer Role Title: Community Ambassador Volunteer
Location: Various – community events/ libraries/ local shops
Responsible to: Volunteer Coordinator/ Operations and Fundraising Events Officer/
Fundraising Manager/
Hours: Various / Flexible

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 Ambassador Volunteers help raise awareness of MumsAid and the support we provide to mums and families across our local communities.

This is a flexible, people-focused role where you'll represent MumsAid at local events, community fairs, business engagement opportunities, and awareness-raising activities. Acting as a friendly and knowledgeable ambassador, you'll help share information about our services, fundraising activities, and volunteering opportunities, helping more people learn about MumsAid.

No previous experience is required. We will provide training, resources, and ongoing support to help you feel confident representing MumsAid in your community.

What will you be doing?

- Representing MumsAid at local community events, fairs, markets, business events, and awareness-raising opportunities.
- Acting as a friendly and welcoming point of contact for members of the public.
- Talking to people about MumsAid's services and the support available.
- Sharing information about volunteering, fundraising, and ways to get involved with MumsAid.
- Distributing leaflets, promotional materials, and information resources.
- Helping raise awareness of perinatal mental health and the support available through MumsAid.
- Answering general questions about MumsAid and signposting enquiries to the appropriate staff member where needed.
- Gathering feedback, questions, and community insights to share with the MumsAid team.
- Helping to create a positive, inclusive, and welcoming presence for MumsAid within the local community.
- Following MumsAid's policies and procedures, including safeguarding, confidentiality, health and safety, and equality and diversity guidance.

What skills and qualities can you bring?

- Warm, friendly, and approachable personality.
- Passionate about supporting mums, families, and maternal mental health.
- Comfortable speaking with people from a variety of backgrounds.
- Good listening and communication skills.

- Reliable and committed to attending agreed volunteering opportunities.
- Confident representing MumsAid in a professional and positive manner.
- Willingness to learn about MumsAid's services, fundraising activities, and volunteering opportunities.
- Able to work independently as well as part of a team.
- Supportive of equality, diversity, and inclusion.
- Respectful of confidentiality and personal boundaries.

What is in it for me?

- Join a friendly, welcoming, and supportive volunteer team.
- Be part of a charity making a meaningful difference to mums and families in the local community.
- Receive training and guidance to help you feel confident in your role.
- Gain experience in community engagement, public speaking, and ambassadorial work.
- Meet new people and build connections within your local community.
- Develop your communication and networking skills.
- Receive clear communication and support from the MumsAid team before each opportunity.
- Volunteer t-shirt and relevant event materials provided where appropriate.
- Reimbursement of pre-agreed travel expenses (with receipts).

Join the team!

Become a MumsAid Community Ambassador Volunteer and help ensure more mums and families know that support is available. Through conversations, connections, and community engagement, you'll play an important role in helping us raise awareness of maternal mental health and the services MumsAid provides.