

# Volunteer Mentor Role Description

## About Amma

Amma Birth Companions is a Glasgow-based charity that supports birthing people experiencing significant adversity on their journey to parenthood. Our aim is to create a supportive space where all birthing people feel seen, informed, and empowered in all aspects of their birth experience.

Our trained team of nurturing and compassionate volunteer birth and postnatal companions offers trauma-informed, non-medical support to people facing pregnancy, birth and early parenthood alone. Companions provide one-to-one emotional and practical support and advocacy before, during and after birth. This is complemented by peer support activities, antenatal and parenting classes.

## The role

Volunteer mentors bring expertise in pregnancy, birth and newborn care. Their role is to provide support and guidance to our companion volunteers, complementing the roles of the group supervision and service manager. They play an integral role in supporting Amma to be an informed, safe and supportive organisation for our volunteers and clients.

Each parent receiving individual support will have a small team of birth and/or postnatal companions assigned to them. If these companions are newer to the role, a mentor will be added to the group for the period that they are working with that client.

Mentors' support can be offered remotely, so you don't need to be local to Glasgow. Support is provided through arranged meetings (phone, video conferencing or face to face), either with the group or with an individual companion. A couple of meetings may be sufficient but more may be needed and mentors should also be available to answer questions and support if issues arise from time to time.

Mentors are provided with an Amma phone and are able to follow what is happening with a client's support through a Whatsapp group and our online CRM (where we record our case notes). This enables mentors to come forward if they identify that support or guidance is needed at a particular moment.

Mentor support is likely to include:

- Providing emotional support and encouragement.
- Answering questions about pregnancy, birth or newborn care. These may come up following hospital appointments or during a birth.
- Discussing birth planning.
- Debriefing following birth or a difficult appointment.
- Checking in about feeding and postnatal care.
- Encouraging an attitude of reflection.
- Supporting endings and boundaries.

- Offering constructive feedback.
- Alerting the manager to any concerns about the wellbeing of a companion or a client and following Amma's safeguarding processes.
- Carrying out all work within the boundaries of confidentiality and data protection laws.

### **Time commitment**

We hope that each mentor will provide support for around 10 cases per year in line with their availability. When supporting a group, we expect mentors to check their Amma phone regularly (switching it on and off according to their availability) and inform the team if they will be unavailable for some time.

Mentors will be expected to attend an induction training programme in November 2021.

Following this, they will be invited to attend monthly group learning sessions (repeated twice) for companion volunteers.

We expect mentors to also attend a quarterly mentor meeting which may take place online or in person depending on the geography of the team.

### **Person specification**

Mentors must:

- Have extensive doula, midwifery or equivalent experience covering birth and postnatal support.
- Be friendly, supportive, non-judgemental, self-aware and flexible.
- Be skilled in supporting people to reflect on their practice.
- Be willing to comply with Amma's values, policies and processes.

We actively encourage applications from people who identify as any or all of the following: a person of colour; LGBTQ+; disabled; someone with lived experience of our client group.

We understand that experience and knowledge can be gained in many ways and not just through formal qualifications or institutions. If you believe you fit the role and can evidence and demonstrate the skills we're asking for, we'd love to hear from you.