

## Parent Supporter: Role Description

### About Amma

Amma Birth Companions is a Glasgow charity that provides care, information, and advocacy to pregnant people and new parents with limited support. Our services are free and include birth and postnatal companionship, peer support, and education.

Our clients include those who are seeking asylum, refugees, survivors of human trafficking, and individuals from other marginalised groups.

We aim to create a nurturing space where individuals feel seen, informed, and empowered in all aspects of their birth and early parenting experiences.

### Role

Volunteer Parent Supporters offer emotional and practical support to our clients during late pregnancy and the early postpartum period. **This is an ad hoc role designed for volunteers with limited availability or inflexible schedules.**

Parent Supporters typically work as part of a small team of companion volunteers, which may include a birth and/or postnatal companion. Parent Supporters play a vital role in strengthening our support services by helping clients with specific tasks that birth or postnatal companions do not have capacity to fulfil.

Parent Supporters are typically not assigned to one specific client. Instead, tasks are assigned to Parent Supporters according to their specified availability.

Parent Supports assist clients in their homes, at hospital appointments, and occasionally at Amma's office.

Support is tailored to each client but may include:

- Providing practical support during pregnancy or following birth (e.g., dropping off donated baby items, preparing the home to welcome a new baby, stocking the fridge)
- Offering emotional support and/or advocacy at antenatal or postnatal appointments
- Informing the staff team when onward referrals are necessary to ensure clients' needs are met by the most appropriate agency
- Shopping for essential items in an emergency
- Working as part of a wider support team to ensure clients' needs are met
- Using an interpreter to overcome language barriers
- Keeping thorough records using our client database

## Process and Time Commitment

Please consider the following before applying to the role:

- This is one of the most flexible volunteer roles within Amma, as there is no expectation to be on-call. Visits (excluding hospital appointment) can often be planned according to the volunteer's schedule.
- Each month, Parent Supporters specify when (or if) they are available to assist that month and are assigned tasks accordingly.
- Ideally, Parent Supporters would be able to commit a minimum of **five hours of volunteering per month**, but this is flexible.
- Due to the level of training and ongoing support provided, **we ask that PCs commit to a minimum of one year of volunteering.**

## Qualities and Skills

Essential:

- A caring, compassionate, non-judgmental, and calm disposition
- Confidence to advocate when necessary
- Ability to manage confidentiality and boundaries
- Ability to work well in a team
- Good spoken and written English
- Able to attend approximately 40 hours of face-to-face induction training supplemented with self-directed online learning
- Able to write up clear notes on a computer
- Committed to attending monthly peer support and ongoing group learning sessions
- Belief in Amma's values including a commitment to anti-racism and inclusivity
- Self-motivation, emotional resilience, a flexible approach, and the ability to effectively manage your own wellbeing
- Ability and willingness to travel to hospital appointments
- Willingness to follow health and safety guidance including government guidance on Covid-19
- Willingness to support people within a home setting and within other accommodation across the city
- Able to support individuals safely and confidently with an extensive history of trauma (if you are currently undergoing recovery from trauma, please consider your own wellbeing before applying to this role)
- Able to travel to Glasgow and support clients across Greater Glasgow

Desirable:

- Ability to speak other languages
- Knowledge of refugee/immigration issues
- Knowledge and/or experience of pregnancy and birth
- Experience of supporting people facing issues related to the asylum process, mental health and/or trauma
- Relevant lived experience of our client group



## Training, Support and Supervision

Reflective and supported practice are essential for the safety and wellbeing of both Parent Supporters and the clients they support. Whilst this is a very fulfilling role, the emotional impact of supporting parents with complex needs can be significant.

Therefore, we put the following in place:

- Essential induction of approximately 40 hours of face-to-face induction training supplemented with self-directed online learning
- A period of shadowing before starting to independently support clients
- Ongoing support from an experienced mentor
- Monthly supervision sessions led by a mental health professional
- Access to individual mental health support if needed
- Ongoing skills development opportunities
- Regular opportunities to connect with and befriend other Amma volunteers
- The provision of an Amma phone to enable safe and boundaried working

## Expenses

Amma will cover reasonable out of pocket expenses for travel and food and (in exceptional circumstances) childcare to attend training.