

YOUR CHAPTER NAME/LOGO

Volunteer Position: WELCOME AND SUPPORT

Sit on the Board: No

Number of Positions: 1 Coordinator and 5 (or more) W&S Visitors

Required to attend meetings: No

Position Description:

Providing support to new members.

- **YOUR LOCATION** and the surrounding areas are open to an in-home visit. A typical visit lasts approximately one hour with the volunteer bringing a little plate of baking and a print out listing the upcoming **YOUR CHAPTER NAME** events and workshops as well as the **YOUR CHAPTER NAME** Facebook links. If available, a multiple themed keychain/mug is also offered. Brochures provided from various vendors offering a discount will also be included in future packages. Although the majority of the visits are with pregnant mothers, we have had opportunities to meet with families already into their journey and we've even been invited back to meet new babies!

Time commitment – depends on the number of visits requested. Historically **YOUR CHAPTER NAME** gets 10-20 new members every month citywide, not all of those families ask for visits. On average we visit 50 families per year.

- The volunteer needs to send an initial email within 2 days of receiving the visit request and then it's up to making the volunteer's schedule match with the member's schedule.
- A shadow visit (or 2) must be completed before doing solo visits so the new volunteer understands how a visit is conducted, the types of conversations/questions asked and is to be reminded that we share our opinions and stories when asked only, and that there are many paths and ways of doing things. Don't just suggest what you did (sleep/feed/visitor policy etc), give multiple ideas.
- The volunteer will get a name tag and some Pampers samples or any available swag (available at the office) to keep on hand for visits. If they wish to bring a little plate of baking/treats with them they are encouraged to do so but it's not mandatory. There are also 2 documents to be printed out and brought to each visit (the W&S coordinator will provide initial documents). One needs to be frequently updated to reflect the current events and available supports **YOUR CHAPTER NAME** offers.

Emails: Instructions for logging into the shared email account are sent by the Office Administrator. In order to comply with confidentiality, please do not forward to your personal account. Each volunteer will have their own email. A google doc has also been created to help organize and keep track of the visits and requests. Please find the area you have and take care of the members requests.

- Provide Volunteer Coordinator with monthly update of completed or in progress visits and any support needed.

Additional duties of the Coordinator: Monthly, the Coordinator will provide the Volunteer Coordinator with an update of completed or in progress visits and any support needed, and if there are any changes to procedures they'd like to implement or people they feel may need future/more support. The coordinator is also responsible for following up with team members to ensure that emails are being responded to in a timely manner and visits are being completed. They are to step in and re-assign visits or complete them in the event the team is short handed. The coordinator also responds to the out of town requests and follows up with either email or phone support.

PLEASE NOTE: During COVID there are restrictions, zoom visits and phone calls are only permitted.