

E-Volunteer (General) role description

Role title	E-Volunteer (General)
Reporting to	Programme Lead
Time Commitment	Up to 2 hours per week. Flexibility required as some evening and weekend hours are required on the roster.
Purpose of the role	Under the supervision and guidance of the programme lead you will be asked to provide online support to Irish Heart Foundation members and their carers in several private online support groups via Facebook and WhatsApp. These forums are safe and welcoming environments that provide weekly exercises sessions, information, and practical and emotional support to empower and support people towards their recovery goals.
What you will be doing	Duties include: Moderating for IHF private Facebook and WhatsApp groups ensuring that member posts comply with the page rules. Responding to messages in a friendly and non-judgemental manner and in accordance with the IHF's Confidentiality Policy. Directing members to IHF resources, such as the nurse support line and the website. Offering information on IHF additional supports where appropriate. Bringing to the attention of the programme lead any concerns as required. May involve special projects that include data entry or research.
Skills, experience, and qualities needed	<ul style="list-style-type: none"> • Commitment to IHF's values. • Ability to work within IHF Safeguarding & Volunteering policies and guidelines. • Be patient, friendly, approachable and understanding. • Recognise the importance of confidentiality. • Excellent written communication skills. • Be over 18. • Access to internet and ability to use phone/tablet.
What you could get out of it	<ul style="list-style-type: none"> • Comprehensive induction, training, and ongoing support. • Learn about IHF campaigning work. • Being part of a friendly and diverse team. • Reference • Access to our EAP

<p>Other relevant information</p>	<p>This role requires the volunteer to have a Garda Vetting check. Guidance on how to do this will be provided by the IHF Volunteer Programme Team</p>
<p>Benefits of Volunteering with The Irish Heart Foundation</p>	<ul style="list-style-type: none"> • Full training provided & ongoing support and guidance. • Insights and understanding about social inclusion issues • References provided upon completion of required period of service. • Experience of working with a national charity and to be part of our volunteer community • Employee Assist Programme (EAP) for you and your family • Make a valuable contribution to heart patients and stroke survivors recovery journey • Opportunity to progress into other roles
<p>What to do if you're interested</p>	<p>Email ihfvolunteer@irishheart.ie</p>