

## E-Volunteer (Supervisor) role description

<b>Role title</b>	E-Volunteer (Supervisor)
<b>Reporting to</b>	Programme Lead
<b>Time Commitment</b>	Up to 2 hours per week. Flexibility required as some evening, weekend and on-call hours are required on the roster.
<b>Purpose of the role</b>	Under the supervision and guidance of the programme lead you will be asked to provide online support to Irish Heart Foundation volunteers who moderate our Facebook and WhatsApp groups. This role involves occasionally moderating over the weekend. 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.
<b>What you will be doing</b>	<p>Duties include: Supervising of moderation for IHF private Facebook and WhatsApp groups. Checking in with Volunteer via WhatsApp moderation group or Phone call. Replacement of volunteer if they ring in sick via volunteer panel or WhatsApp. Escalation and reporting of incidents to programme lead when necessary.</p> <p>Occasional 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.</p>
<b>Skills, experience, and qualities needed</b>	<ul style="list-style-type: none"> <li>• Commitment to IHFs values.</li> <li>• Ability to work within IHF Safeguarding &amp; Volunteering policies and guidelines.</li> <li>• Be patient, friendly, approachable and understanding.</li> <li>• Recognise the importance of confidentiality.</li> <li>• Excellent written communication skills.</li> <li>• Be over 18.</li> <li>• Access to internet and ability to use phone/tablet.</li> </ul>

<p><b>What you could get out of it</b></p>	<ul style="list-style-type: none"> <li>• Comprehensive induction, training, and ongoing support.</li> <li>• Learn about IHF campaigning work.</li> <li>• Being part of a friendly and diverse team.</li> <li>• Reference</li> <li>• Access to our EAP</li> </ul>
<p><b>Other relevant information</b></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><b>Benefits of Volunteering with The Irish Heart Foundation</b></p>	<ul style="list-style-type: none"> <li>• Full training provided &amp; ongoing support and guidance.</li> <li>• Insights and understanding about social inclusion issues</li> <li>• References provided upon completion of required period of service.</li> <li>• Experience of working with a national charity and to be part of our volunteer community</li> <li>• Employee Assist Programme (EAP) for you and your family</li> <li>• Make a valuable contribution to heart patients and stroke survivors recovery journey</li> <li>• Opportunity to progress into other roles</li> </ul>
<p><b>What to do if you're interested</b></p>	<p>Email <a href="mailto:ihfvolunteer@irishheart.ie">ihfvolunteer@irishheart.ie</a></p>