

Area Contact (Online) Volunteer

Role Description

- Role:** Area Contact (Online) Volunteer
- Location:** Any location
- Commitment:** Approx. 1 hour per week – flexible to suit you
- Duration:** No fixed term **please see notes*

This is an ideal role for anyone who has been a member for a little while (we recommend about a year, from past experience, but realise that everyone is different) and wants to help the charity and other members.

Previous WAY Volunteers have said they took on a voluntary role to ‘give something back’ after WAY has helped them so much. This is what WAY is all about – members coming together to offer friendship, advice and support, therefore having someone locally to facilitate this is invaluable!

Ideally, areas would have a named local Area Contact but this is not always possible. This role has been created to support areas with no local Area Contact, to be an online point of contact in those instances.

Key Tasks

- Greet and support newly verified members via the website, you will be one of the first points of contact for new members, so you can help them find their feet and ensure they get the most out of their WAY membership.
- Signpost new members to the private Facebook page and relevant Facebook groups, as appropriate to their individual circumstances. There may be a local Facebook group for the members’ area, even in the absence of a local Area Contact.
- Organise online events (via Zoom, for example) and encourage other members in your area to arrange a wide range of events for both families and adults, enabling members in that area to support each other.
- Ensure all events in your area are listed on the WAY website.
- Ensure members are aware that all local event attendees must be current members.
- Oversee or delegate the planning for a local Annual Big Picnic.
- Help organise for WAY’s promotional materials to be sent to a named member of the local area in the event of a local event such as the Annual Big Picnic.
- Help to encourage the raising of awareness of WAY in the local community such as distributing posters and leaflets to churches, community centres, hospices, GP surgeries and hospitals.
- Keep up to date with WAY Widowed and Young events and news to enable you to respond to queries effectively.



Relevant Skills, Competencies and Expectations

You must:

- be a current member of WAY
- be able to communicate effectively and feel comfortable in welcoming new members.
- be willing to offer help and information to members
- be willing to host online events and support others to do so.
- have a duty of confidentiality to WAY in line with our policies and procedures.
- Have a functional level of IT skills.
- Have an understanding of the functions of WAY Widowed and Young.
- Have access to the internet.
- Be willing to spread the word about WAY in the local area you support.
- Advise us with as much notice as possible if you do not wish to continue in the role so that alternative provision can be made.

What WAY will do:

- Provide all necessary information, support and guidance to enable you to fulfil the role effectively and confidently.
- Send notification to Area Contacts within 24 hours of a new member joining their area with a link to the new member's profile on the website.
- Have a custom website which allows Area Contacts to be recognised, to see members within their area, send messages, and post events.
- Assist with publicising any organised events and holidays on the system.
- Provide regular WAY updates to all volunteers.
- Provide any assistance required finding a Big Picnic location and ensure all PR Packs and merchandise are sent to designated address on time.
- Co-admin (where requested) Facebook groups to ensure the membership lists are kept up to date.
- Provide promotional items and awareness raising materials.
- Provide training and support for any aspect of the role which you are unsure about.
- Value the opinions of our volunteers and are committed to developing consultation and representational procedures to ensure our services meet member's needs.

Benefits of Volunteering

- Use your skills and experience to contribute to the success of WAY Widowed and Young.
- Meet new people and develop a Social and Online Network within specified local areas.
- References to add to your CV.
- Increase your confidence and gain new skills.

Most importantly, you will be valued member of the WAY team, helping to support our local members to get the most they can out of WAY.

For further information please contact:

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