

The Babes Project Australia

Position Description: Perinatal Support Volunteer

Are you ready to walk alongside women as they navigate the challenges of pregnancy and early parenting? The Babes Project is seeking compassionate, committed volunteers to join our team as Perinatal Support Workers (PSWs). Our Support Centres in Croydon and Frankston provide safe, welcoming, and non-judgemental spaces for women to access education, care, and community.

As a PSW volunteer, you'll offer practical and emotional support, engage with women in a respectful and professional manner, and help empower them as they prepare for motherhood and beyond. Volunteering with The Babes Project is a unique opportunity to make a tangible difference while being part of a passionate and purpose-driven team.

Location: Frankston or Croydon

Hours: Minimum 6 hours per week on Monday, Tuesday or Wednesday

Purpose

The Perinatal Support Worker (PSW) Volunteer plays a key role in delivering The Babes Project's Perinatal Education Program and providing one-on-one support to women accessing our pregnancy and early parenting services. Based at either our Croydon or Frankston Support Centre, PSWs work closely with staff and fellow volunteers to create a safe, supportive, and empowering environment for vulnerable women. Through guided conversations, resource sharing, and practical help, PSWs support women to build confidence, develop parenting skills, and prepare for life with a baby.

Key Responsibilities

- Deliver support in alignment with The Babes Project's values, processes, and Perinatal Education Program, ensuring every interaction with a woman is respectful, consistent, and inline with The Babes Project's values. This includes participating in triage, intake, and referral processes; facilitating sessions within the Perinatal Education Program; and appropriately liaising with external services when required.
- Maintain accurate and timely case notes following all client interactions, in accordance with organisational guidelines.
- Actively contribute to a collaborative team environment by communicating openly and offering support to fellow Perinatal Support Workers.
- Assist with general administrative duties and provide hands-on support during workshops, group sessions, and client lunches.
- Report to Centre Management regarding any safety concerns, incidents, risks, support or resourcing needs, workload, or training requirements, and share suggestions for service or process improvements.

- Represent The Babes Project's culture by engaging in positive, respectful, and professional interactions with women, staff, volunteers, and external stakeholders at all times.

Experience / Skill Requirements

We're looking for volunteers who are passionate about walking alongside women through pregnancy and early parenting, and who are committed to contributing meaningfully to a team that values compassion, professionalism, and empowerment.

To be successful in this role, you will bring:

- A genuine interest in supporting vulnerable women and a strong alignment with The Babes Project's values and mission.
- An understanding of empathic listening, and unconditional positive regard in client interactions.
- Strong interpersonal and communication skills, with a mature, thoughtful approach to challenges and problem-solving.
- A team-first attitude: reliable, collaborative, and willing to contribute to shared responsibilities and outcomes.
- Emotional and mental resilience, with healthy personal strategies for self-care in response to potentially confronting or sensitive situations.
- The ability to follow organisational processes with care and attention, including the maintenance of accurate records and adherence to confidentiality.
- Physical capacity to sit or stand for extended periods (30+ minutes), navigate stairs, and occasionally lift or carry items weighing up to 10kg.
- A non-judgemental and inclusive attitude, with respect for the diverse backgrounds and experiences of the women and families we support.
- An understanding of the importance of professional boundaries and confidentiality, including the handling of personal and organisational information.

Our commitment to Child Safety

The Babes Project is committed to operating as a child safe organisation. We seek to protect children in everything we do, creating safe spaces for children and families, where young people are valued, respected and empowered. We do not tolerate any behaviour which constitutes grooming or child abuse. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children and children from culturally and/or linguistically diverse backgrounds. We will also provide a safe and respectful environment for children with a disability and children who identify as LGBTQIA+. In summary, we work to ensure all individuals are treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.