



Pharmacist Support

Charity Ambassador

Recruitment Pack

May 2026



Who we are

Pharmacist Support is an independent, trusted charity, supporting the wellbeing of our pharmacy family. We provide free and confidential support to pharmacists and their families, former pharmacists, trainee pharmacists and pharmacy students, helping people navigate the personal and professional challenges that can affect wellbeing throughout their lives and careers.

We believe in better. We listen, without judgement, and encourage and empower people to create positive change. Whether someone is experiencing workplace pressures, financial difficulties, mental health challenges or simply needs someone to talk to, we are here to help.

Our connection to the profession runs deep. Established by the Royal Pharmaceutical Society of Great Britain (RPSGB) in 1841, we have grown from Benevolent Fund roots into an independent modern-day charity. We're proud to be able to support people from such a caring profession and remain committed to ensuring no one in our pharmacy family faces challenging times alone.

Our strategy

In January 2025, we launched an exciting new five year strategy, setting out our vision to champion wellbeing across our pharmacy family and ensure more people can access the support they need. [PS-2025-2030-strategy-FINAL.pdf](#).

Our Vision

No one in our pharmacy family will face challenging times without us by their side.



Our Mission

To champion the wellbeing of our pharmacy family

Volunteering for us

Wellbeing is embedded into everyday activities throughout Pharmacist Support. Our services put people first, create positive impact and deliver on our aspirations as a charity for an empowered and resilient pharmacy workforce. As a charity, our values are very important to us and guide the way we work.



Why become a Charity Ambassador?

Becoming a Charity Ambassador is an opportunity to help make a positive difference to the wellbeing of the pharmacy community. Whether you want to build new skills, expand your professional network, raise awareness of an important cause or give something back to the profession, we'll support you to get involved in a way that works for you.

“Proud to be an ambassador and being part of the profession’s charity and helping those in need.”

About the Charity Ambassador scheme

Our Charity Ambassadors play a key role in helping ensure that no one in our pharmacy family faces challenging times alone. By championing the work of Pharmacist Support, ambassadors help raise awareness of the charity, connect people to support and strengthen engagement across the profession.

The role also supports the charity’s strategic objectives to increase awareness of its work and optimise income generation, helping us continue to provide free and confidential support to those who need it.

There are a number of ways our ambassadors can get involved in and champion the charity’s work and the role can be tailored to a volunteer’s interests. For example, ambassadors may:

- Share information about Pharmacist Support with colleagues or local networks
- Amplify our messages by liking, sharing or retweeting our social media content
- Attend or support events on behalf of the charity
- Write or suggest content for blogs or newsletters
- Distribute our resources in person or online
- Contribute to focus groups or consultations that help shape our future campaigns

We also encourage our ambassadors to create opportunities of their own where possible, for example by connecting the charity with local contacts and networks, securing speaking or stand opportunities at events, or identifying opportunities to feature Pharmacist Support in newsletters, publications or online platforms.

This role is vital to the work of Pharmacist Support and helps ensure that those eligible for support are aware of our existence, that they understand how we can help and how to access our services. Charity Ambassadors are not expected to provide counselling or specialist advice. Their role is to raise awareness of Pharmacist Support and signpost individuals to appropriate support where needed.

As a charity, we are reliant on donations from individuals and pharmacy organisations. The work of ambassadors can also help us to raise valuable funds so that the charity’s free and confidential support may continue long into the future.

Skills, experience and qualities

Whilst we provide a list of skills and experience below, we are ultimately looking for Charity Ambassadors with a passion for helping others, who are keen to learn and develop new skills, and to connect and work with others across the sector. Qualities we are looking for in our Charity Ambassadors include:

- personable, enthusiastic and approachable
- an ability to inspire people about the work of Pharmacist Support
- a confident communicator
- good organisational skills
- the ability to work on your own initiative

We recognise that the past few years have been incredibly difficult for all across the sector and here at Pharmacist Support we're keen to ensure no one in our pharmacy family has to face challenging times without us by their side. We are committed to promoting equality, valuing diversity, and creating an inclusive environment. We welcome interest from individuals of all ages, backgrounds, cultures, and levels of experience. If you have a passion for helping others and feel that you would like to help us raise awareness, we look forward to hearing from you.

Key accountabilities:

- To represent Pharmacist Support in a caring and professional manner.
- To ensure all donations and expressions of interest in fundraising are passed back to Pharmacist Support for follow-up.
- To work within Pharmacist Support guidelines, adhering to confidentiality, safeguarding and all other applicable policies/procedures.

Support and training

As one of our volunteers we will provide you with

- An induction session to introduce you to the charity, recognise your skills and identify any ongoing support you may need from us in order to fulfil the role
- your own toolkit which will contain all the information you need to be a charity ambassador for Pharmacist Support
- A designated point of contact for support and guidance, when needed
- Reimbursement of out-of-pocket expenses, for example travelling to and from an event/volunteer training venue
- Volunteer newsletter to keep you up to date and connected with your fellow volunteers

We recognise that wellbeing is important for our volunteers too. If at any point your volunteering feels difficult to balance or manage, we encourage you to speak to your designated contact so we can support you appropriately.

Expenses



Pharmacist Support will ensure that volunteers are not out of pocket and are not deterred from volunteering because of any costs involved.

Hours

This a flexible role with no minimum time commitment. Depending on your interests and availability you may support us by attending pharmacy events, writing/developing content for our website, newsletter, or the pharmacy press, supporting campaigns, fundraising or sharing information through your own networks.

We also encourage volunteers to create opportunities of their own, connecting the charity up with local contacts and networks, securing stand space or speaking opportunities at employer/pharmacy network events or article space in society or membership body newsletters or online platforms.

While we understand that availability will vary, we do encourage ambassadors to stay engaged with the charity through regular interaction with communications, campaigns and volunteer opportunities throughout the year.

The recruitment process

To apply for a Charity Ambassador role, we ask that you complete the application form and return it to volunteers@pharmacistsupport.org **as soon as possible**.

Diversity monitoring

To help us ensure we are adhering to our diversity policy we ask that you complete the equal opportunities monitoring survey via this link: <https://ecv.microsoft.com/DteM4m7amt>

This enables us to monitor the diversity profile of people who apply for Pharmacist Support posts. This information is given in confidence for monitoring purposes only and will not be used in any part of the recruitment process.

Shortlisting and interviews

Successful candidates will be invited for an informal chat which will take place **via Teams video call**.

References

It is Pharmacist Support's policy to take up written references for potential volunteers before they start. Please provide two referees from people who have known you reasonably well for over two years and complete the details on the application form. These should not, if possible, be close friends or anyone directly related to you.