

## Volunteer Person Specification

**Role Title:** Volunteer Peer Mentor

**Department:** SAGES Project

**Date:** November 2017

**Role Summary:** This is an exciting and varied volunteer role which will include 1-2-1 and group support for people seeking advice and information to help them understand and meet their emotional and physical needs and improve their own overall wellbeing.

### **Main Duties and Responsibilities:**

1. Meet people, build rapport and sign post them to find the support they need to improve and maintain their emotional, mental and physical wellbeing.
2. Attend training to improve your own tools and skills required to communicate and support people.
3. Keep updated on services available in your area (your local library will have this information).
4. Participate in the Open Space at your local library.

**Days/hours for role:** 2 - 4 hours a week

**Length of Role:** Minimum 6 month commitment

**Location:** Various locations throughout Suffolk

**DBS Check Applicable:** YES

| Attributes                               | Essential Criteria  | Desirable Criteria.  |
|--|---|--|
| <b><i>Skills &amp; Abilities</i></b>     | <ul style="list-style-type: none"> <li>• Enjoys talking with people and passing on information</li> <li>• Managing good boundaries and confidentiality</li> <li>• Good verbal and written communication skills</li> <li>• Comfortable in groups</li> <li>• Happy to talk on the phone to people</li> <li>• Organisational skills</li> <li>• Available to attend required peer mentor volunteer training</li> <li>• Attending and using supervision/support for your volunteering role regularly</li> <li>• Working confidently alone but knowing when to ask for help.</li> </ul> | <ul style="list-style-type: none"> <li>• Comfortable to use the internet and email</li> </ul>  |
| <b><i>Knowledge &amp; Experience</i></b> | <ul style="list-style-type: none"> <li>• Working 1-2-1 with people about sensitive and confidential issues</li> <li>• Understanding of groups dynamics.</li> <li>• Working as a peer to support people</li> <li>• Assessing information from someone and using that to sign post them to appropriate activities and services</li> </ul>   | <ul style="list-style-type: none"> <li>• Understands the Emotional Needs and Resources Model (training given)</li> <li>• Understanding and interest in health and wellbeing</li> <li>• Lived experience</li> </ul> |
| <b><i>Attitudes &amp; Values</i></b>     | <ul style="list-style-type: none"> <li>• Non-judgmental</li> <li>• Compassionate</li> <li>• Friendly can-do attitude</li> <li>• Reliable with commitment to role</li> <li>• Happy to help as part of a team but reporting to service co-ordinator</li> </ul>  |  |