

Role: Peer Supporter

The No.1 Befriending Agency has an exciting new opportunity for a Peer Supporter to work collaboratively with our Volunteer Coordinators, developing a peer support group programme for our Telephone Befrienders. This role provides the opportunity to become part of the No.1 Befriending Agency team, working to reduce loneliness and isolation, by supporting the day to day work of our volunteers. It is an ideal opportunity for someone wishing to gain invaluable experience by developing peer support in a dynamic social enterprise.

The role is to provide telephone/online support to Telephone Befrienders and is flexible as you will be supporting other volunteers currently from home and contacting them at a mutually-agreed time. A supportive peer can model hope, and encourage and help build confidence in others. Peer support is based on the key principles of respect, connection, mutual agreement and empathy.

The specific tasks for the role are:

- One to one support and mentoring of a small network of volunteers
- Maintaining regular contact with those volunteers, providing support and guidance in line with The No.1 Befriending Agency policies and guidelines
- Maintaining regular contact with Volunteer Coordinators, providing updates on volunteer activity
- Completing a short mentoring form after each call for the volunteers/team's records
- Reporting any concerns, including safeguarding and role boundaries issues, to the Volunteer Coordinator

Personal Specification:

- Excellent interpersonal and communication skills to be able to listen and empathise
- Enthusiastic about supporting others, being a role model and a friendly guide
- The ability to empower others through peer support with the knowledge gained from their experience
- The ability to work as part of a team

- The ability to work independently
- A genuine desire to help others
- An open mind and flexible attitude
- A non-judgemental approach and an ability to maintain appropriate boundaries
- An ability to take responsibility for your own self care and willingness to utilise support and supervision provided by the Volunteer Coordinator

Benefits

- An opportunity to share the insight you have built from your experience
- An opportunity to volunteer on a flexible basis, including from home
- You will be provided with relevant information, training and regular support sessions so you can get the most out of volunteering with us
- Out of pocket and authorised expenses reimbursed
- The opportunity to develop your knowledge and understanding of telephone befriending and issues that may arise
- The opportunity to develop and strengthen your communication skills