



## **Mind the Gap Volunteer Role Description**

**Title:** Peer Support Group Volunteer

**Responsible to:** Mind the Gap Coordinator/Wellbeing Worker

### **Overall purpose of role:**

- To offer support to people with mental health needs coming to Mind the Gap groups.
- To encourage service users to become more independent and confident in areas of their lives where support is needed.
- To welcome new members, introduce them to other members and include them in activities and conversation as appropriate.
- To work with staff to ensure that the best possible service is offered to Mind the Gap service users
- To treat all service users, their families and their carers with dignity and respect, so they can be open about who they are, without worrying about discrimination, and knowing they will be accepted.

### **Areas of responsibility:**

1. To attend an initial training course.
2. To volunteer at the group regularly, to facilitate and take part in service user led activities

It is important to understand that there are certain roles/responsibilities that a Volunteer must not undertake, these include:

- *counselling and advice work*
  - *any work that is usually done by a skilled professional, e.g., taking responsibility for someone's financial affairs.*
  - *any physical help that may require training e.g., moving and handling*
  - *the work of a health care professional.*
  - *payment for service users' drinks or food*
3. To develop and maintain appropriate boundaries of confidentiality with staff, volunteers and service users

4. To attend appropriate training courses and development sessions.
5. To monitor and feedback regularly on progress, wellbeing and any concerns relating to work with service users
6. To give staff advance notice of any cancelled sessions or holidays.
7. To be available for regular reviews to discuss volunteering.

**Desirable skills and abilities:**

- Be willing to encourage and motivate service users to become more independent, support their recovery and recognise their potential
- Be sensitive to, and able to respond to the needs of people experiencing a range of emotional, learning, and sensory difficulties
- Be a good listener, accepting and non-judgmental