

GROUP ROLE DESCRIPTION

Title: Peer Support Volunteer

Responsible to: Coordinator /FiN Team Lead

Overall purpose of role

- To offer support to people with mental health needs coming to Bucks Mind groups.
- To encourage clients to become more independent and confident in areas of their lives where support is needed.
- To get to know individuals, chat and listen and involve them in appropriate activities.
- To support staff as required with general tasks including setting up and tidying up.

Areas of responsibility

1. To attend an initial training course.
2. To volunteer at the group regularly and to facilitate and take part in activities as the clients wish and as required of a non-professional working in the mental health field.

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

- *counselling and advice work*
- *any work that is usually done by a skilled professional, taking responsibility for someone's financial affairs*
- *physical help of any kind if you have not been trained*
- *the work of a health care professional*

3. To work with staff to ensure that the best and most appropriate service is offered to clients.
4. To adhere to the policies and procedures of Buckinghamshire Mind
5. To develop and maintain appropriate boundaries of confidentiality with staff, volunteers and service users.
6. To complete and return expense sheets on a monthly basis.
7. To attend appropriate training courses and development sessions.
8. To monitor and feedback regularly on progress, wellbeing and any concerns relating to work with clients.
9. To give staff advance notice of any cancelled sessions or holidays.
10. To be available for regular reviews to discuss volunteering.