Volunteer Role Description

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| ROLE TITLE | Peer Support Volunteer (NMHCs) |
| HOURS | Flexible (café sessions are typically 4 hours long) |
| LOCATION | Various locations around the region |
| REPORTING TO | NMHC Lead |

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| ROLE PURPOSE | To support LLR Mind’s Neighbourhood Mental Health Cafes, ensuring beneficiaries receive a positive service that improves their mental health. |

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| KEY RESPONSIBILITIES |
| * Support with the set up and closing of cafés.
* Greet and sign in beneficiaries, signposting them to appropriate provision.
* Interact with beneficiaries, including assisting with the delivery of activities.
* Coordinate 1-2-1 drop-in session bookings.
* Support beneficiaries to complete data and monitoring forms where required.
* Feedback and collaborate with staff and beneficiaries to improve the service.
* Help maintain health and safety standards and confidentiality.
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| **ROLE REQUIREMENTS** | **Essential/ Desirable** |
| EXPERIENCE AND KNOWLEDGE* Understanding of different mental health problems.
* Experience of supporting adults with poor mental health.
* Direct or indirect experience of mental health problems.
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| SKILLS AND ABILITIES* Able to work collaboratively as part of a team.
* Able to manage with sensitive information and maintain confidentiality.
* Able to effectively engage with people from diverse backgrounds.
* Able to speak other languages used in LLR.
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| ATTITUDES* Warmth, sensitivity and compassion.
* Can work in a recovery orientated, strength-based, non-judgemental manner.
* Committed to promoting a culture that values equity and diversity.
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| GENERAL* Aged 18 or over
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