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. | D  D  D |
| 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. | E  E  E  D |
| 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. | E  E  E |
| GENERAL   * Aged 18 or over | E |