

Volunteer Peer Mentor Role Description

Harbour Support Services is an independent charity providing services to women, men and children who have been experienced domestic abuse.

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| Role Title | Peer Mentor |
| Service | Recovery Service |
| Reporting Relationship | Recovery Service Team Manager |
| Role Description | <p>The Recovery Service provides extended support to women and men who have experienced domestic abuse, providing interventions to equip and empower them to move forward in their lives and live free from abuse.</p> <p>Peer Mentoring provides an opportunity for women who have experienced domestic abuse, some who may be former service users, to support others with shared experiences.</p> <p>Duties may include:</p> <ul style="list-style-type: none"> • Offering one to one emotional support via telephone • Taking the lead at a Survivor Group • Planning activities for Survivor Groups • Sign posting clients to appropriate support • Familiarise women with the local area • Attending meetings or court with a client • Monitoring and contributing within the 'virtual support group' <p>Activities will be based at a refuge, Harbour offices and within the local community and may consist of assisting individually or in conjunction with other staff.</p> |
| Personal Profile | <p>This role requires someone who has empathy and compassion, but is confident about challenging assumptions. This should include the ability to challenge patterns of behaviour but yet encouraging empowerment and choices. Volunteer Peer Mentors should have a positive, enabling attitude towards people with support needs and be willing to work alongside others to achieve shared goals.</p> |
| Location (delete as necessary) | North Tyneside, Northumberland, County Durham, Darlington Stockton, Hartlepool and Redcar |
| Commitment | We ask for volunteers to commit to a minimum of 4 hours per week. We would hope that you would be able to commit to volunteering for us for a minimum of 6 months. |
| Benefits to the Volunteer | <p>Why volunteer for us?</p> <ul style="list-style-type: none"> • Relevant work experience • Induction and ongoing professional training • An opportunity to gain new skills and experiences • Help you to develop your confidence • An opportunity to meet new people • Support, supervision and personal development |

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| | <ul style="list-style-type: none"> • Chance to engage with a wide range of people and diverse community groups. • Rewarding sense of having made a positive difference to people's lives. • Opportunities to join in project teams and influence development throughout the organisation. • Expenses: Paid in accordance with our Volunteer Policy (out of pocket travel expenses and lunch depending on length of shift). • We are happy to respond to requests for references in relation to any voluntary work carried out within our organisation. |
| Key Qualities, Skills and Traits | <ul style="list-style-type: none"> • An interest in the issues surrounding domestic abuse • Ability to engage with women and men who have experienced domestic abuse • Non-judgmental attitude • Clarity on issues of confidentiality • Ability to communicate at all levels • Ability to work on own initiative • Ability and desire to work as part of a team • Flexible approach • Excellent people skills • Attention to detail • Understanding of and commitment to the aims & objectives of Harbour Support Services |
| Training Opportunities | <p>All volunteers are expected to undergo Harbour Volunteer Training before they start volunteering for us. Volunteers will be able to access Harbour's full training program. Full support will be given to help volunteers understand and carry out any aspect of the role as appropriate.</p> |
| For more information, contact: | <p>Rachael Leech, Recovery Service Team Manager volunteers@myharbour.org.uk Head Office 8 Sydenham Road Hartlepool TS18 1PU T : 03000 20 25 25</p> |

This role description describes the main purpose & outcomes for the post. It is a guide to the nature and principal duties as they exist currently, but is not intended to be comprehensive or permanent, nor does it form part of the contract of employment.