

## Volunteer Peer Mentor (Lived Experience)

### Volunteer Role Description

#### **BACKGROUND INFORMATION:**

A unique and exciting opportunity has arisen to embed the lived experience of those who have experienced mental ill health into the emerging Living Well Salford Service. Citizens lived experience has been an intrinsic part of the design of this new and developing service. There is now an opportunity to add to and build on this through (Volunteer) Lived Experience Mentoring. Providing a distinct element to the Living Well Salford Team's overall service offer.

Our service users tell us that they would welcome support from someone who has experience of what they are going through. Creating this connection between Lived Experience Mentors offers people hope, aspiration and motivation throughout their recovery journey.

#### **GENERAL INFORMATION:**

**Service:** Living Well Salford

**Base of activity:** On line and agreed (Covid secure) community venues within Salford

**Role Title:** Volunteer Peer Mentor, Lived Experience

**Expenses:** Travel and out of pocket expenses

**Type of appointment:** Volunteer

**Reports to:** Peer Coordinator, Living Well Salford

**Responsible to:** Mind in Salford on behalf of the Living Well Salford.

**Volunteer hours:** Hours are negotiable dependent on personal circumstances and service requirements. A minimum commitment equivalent to 1 day across Monday - Friday as agreed to meet service demand.

#### **ROLE PURPOSE:**

To offer help, support and guidance through their own lived experience of mental ill health to those who are struggling with their mental health and on their journey through Living Well Salford. To provide Lived Experience Peer Mentoring on line and where necessary at agreed community (Covid secure) venues in the community as required by Living Well Salford Team.

To be an integral part of the Living Well Team promoting the voice of lived experience and mentoring in Living Well Salford Team, including supporting and informing the allocation of mentees, defining goals and recording and reporting outcomes of Lived Experience Mentoring to the Salford Living Well Team.

#### **KEY TASKS:**

To work as part of the Living Well Salford Team in order to ensure Lived Experience Mentoring is offered as an integral element of the service user journey.

To plan, deliver and report on Volunteer Peer Mentoring sessions in conjunction with the Living Well Team for service users who have identified wanting a Lived Experience Mentor.



**KEY DUTIES:**

- To be available the Living Well Team for allocation of service users for mentoring, including initial conversations with Team members where appropriate.
- To work with Team members to support service users to define goals specific to the lived experience mentoring role.
- To arrange and meet with service users for 1-1 mentoring session in line with set plans and agreed goals.
- To provide service users with 1-1 mentoring support, in a venue or method (on line) of their choice and use their lived experience to enhance and support the service users' journey through Living Well Salford.
- To review goals and outcomes systematically with Team members for longer periods of mentoring and provide records of all Mentoring sessions with service users.
- To maximise the value of lived experience, reflecting on its use in 1-1 mentoring sessions and through attending individual and group supervision, consistently reflecting and enhancing their skills.
- To support the implementation and use of My Story, My Plan with service users, helping complete elements as appropriate.
- Work as part of Living Well Salford Team to aid service user's recovery.
- Provide support to service users drawing on their own lived experience to validate, explore and encourage reflection on service user's strengths and unique skills and experiences.
- Report concerns about service user's potential disengagement and those whose needs are not being met by the Service to the Team/Peer Coordinator.
- Contribute to the overall development of the Living Well Salford Service.
- To cooperate with the Team and Peer Coordinators, to work safely, to comply with health and safety instructions and information.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare and undertake appropriate health and safety training as required.
- To respect peoples' differences, and to actively encourage equality of opportunity in all areas of one's work.
- To ensure a safe environment for service users, colleagues and visitors in accordance with the Living Well Salford's Health & Safety Policy and infection control guidelines.
- To adhere to Living Well Salford policies, procedures, protocols and guidelines at all times, in particular Mind in Salford and Living Well Salford's Confidentiality and Information Sharing Policy.
- To work within agreed professional boundaries at all times, recognising the limits and uniqueness of a mentoring relationship.
- To take responsibility for updating personal knowledge and skills in order to meet the demands of the post, attending training and other professional development opportunities.

#### MANDATORY ROLE DESCRIPTION INFORMATION:

- **Safeguarding Children and the Protection of Vulnerable Adults** - All Living Well Salford employees / volunteers are required to adhere to the principles of effective and safe safeguarding of children and vulnerable adults
- **Infection Control** - Infection prevention and control is the responsibility of all Living Well staff, this includes volunteers. All have a responsibility to protect service users, visitors and each other against the risk of acquiring infections by consistently observing Living Well Salford infection prevention and control guidelines and best practice guidance in order to maintain high standards of infection prevention and control.

#### ADDITIONAL INFORMATION:

In order to fulfil the duties of this role we ask that you (full, free training provided):

- Have your own lived experience of mental health difficulties or of caring for someone experiencing mental ill health.
- Are available for at least a day per week (hours are negotiable as this is a volunteer role but for continuity we would ask for a weekly commitment).
- Undertake a minimum of 2 days training.
- Be willing to undertake a Level 2 Award in Peer Mentorship.
- Have a basic understanding of safeguarding vulnerable adults and children.
- Have a basic understanding of confidentiality and information sharing legislation.
- Have a basic understanding of professional boundaries.
- Have respect and compassion for others, their right to choose and to be treated with dignity.
- Have good communication skills.
- Are willing to work as part of a team.
- Are willing to undertake a DBS check.

For further information

Contact Peer Coordinator(s) John or Charlotte at Mind in Salford

e-mail: [peers@salfordmentalhealthforum.co.uk](mailto:peers@salfordmentalhealthforum.co.uk)

Telephone or text: 07377 144439 / 07776 770223

Website: [www.mindinsalford.org.uk](http://www.mindinsalford.org.uk)

#### Address for correspondence:

Mind in Salford  
The Angel Healthy Living Centre,  
1 St Philip's Place,  
Salford  
M3 6FA

