



Peer Support Volunteer Role Description

Role	Peer Support Volunteer
Reports to	Peer Support Volunteer Coordinator
Role Summary	<p>The role of Peer Support Volunteer is a non-clinical role. The Peer Support Volunteer will work collaboratively with peers, the IKA and the community. They will advocate on behalf of peers and support peers to navigate the health and social services systems. The Peer Support Volunteer will work closely with peers to support them as they address challenges they face. The Peer Support Volunteer may be required to meet peers in a hospital or community setting. They will initiate, establish and maintain relationships with peers while developing mutual trust and rapport. They will act as a coach and mentor, and help peers to set goals and work toward developing resources and skills. They will share and discuss common experiences with peers and will support them to create/enhance meaningful lives. On a routine basis The Peer Support Volunteer will invite/request peers to provide feedback on their experience of engaging with the service. They will also complete administrative duties, such as sending and receiving email and telephone calls, and completing required documentation. They will also complete any training required for the position. The candidate will communicate and work collaboratively with team members, attend team meetings, and engage in ongoing supervision in relation to their role.</p>
Eligibility criteria /Experience	<p>Applicants for the role of Peer Support Volunteer are required to have either direct lived experience of end stage kidney disease (ESKD) or are a family member or carer of someone who has experience of ESKD. In order to ensure best practice and independent review trustee directors and employees at trustee level of the IKA cannot also hold the role of Peer Support Volunteer.</p>
Role Specifics	<p>While the tasks associated with the Peer Support role will vary from situation to situation (based on the peers need) it will incorporate some of the following:</p> <ul style="list-style-type: none"> • Providing a service to renal patients and their relatives, which compliments the roles of the professional members of the kidney team. • Provision of a type of support that is not possible for professionals to provide • Providing an outlet for individuals to safely share their experience, thoughts and feelings • Support for individuals to overcome the loneliness and isolation that can result following a diagnosis. • Motivation and support for people with their own self-management aims • Supporting people as they work to accept their condition • Inspiring people, offering hope • Working to support improved mental health / promoting positive mental health and wellbeing • Attend regular branch update meetings
Key Person Specification, attributes, abilities, skills for the role	<p>In addition to fulfilling the eligibility criteria/experience applicants for the role of Peer Support Volunteer are required to have sufficient experience, skill, competence and self-awareness to be able to provide for the role in a safe and supportive way that is trauma informed, based on recovery principles and is of benefit to both the peer and themselves.</p> <p>Peer Support Volunteers will need to be a minimum of 2 years post diagnosis and will:</p> <ul style="list-style-type: none"> • Have achieved a positive state of recovery and an ability to provide peer support i.e.:

	<ul style="list-style-type: none"> • They will be able to demonstrate sustained and reliable self-management of their own condition and demonstrate strategies for maintaining good emotional/wellbeing that can be shared. • Communication skills both in terms of using their own experience productively and encouraging others to share their experiences • Ability to act as a role model – using their own experience of what has worked in terms of self-management as appropriate • An ability to empathise and show understanding • Skills including advocacy and connecting peers to resources • Commitment to ongoing supervision, reflective practice and training (CPD) • Ability and skill in sharing own personal life experience of kidney disease and its treatments in a friendly and empathic way as appropriate • Ability to provide a realistic but positive example, and give reassurance and enhance confidence. • Ability to support peers to care for themselves and get the best from their health care team; they must avoid giving medical advice. • Ability to listen openly, follow peers lead, ask questions and avoid making assumptions. • Have developed effective listening skills, have a good level of self-awareness and an ability to have and show empathy. • Have skills to support others as they explore their own goals and work towards achieving them. • Ability to respond respectfully to peer in a non-judgemental and empathic manner. • Honesty and confidentiality. • Knowledge and awareness of own limitations, including when to sign-post or refer on. • Ability to receive support from their supervisor and other peer supporters. • An ability and skill to manage relationships and a strong ability to establish healthy and appropriate boundaries • Motivational skills • Skills in relation to needs assessment and goal setting, including recognising when it is not appropriate to undertake peer support • Knowledge of health and social systems
Additional skill requirements	<ul style="list-style-type: none"> • Working knowledge of Microsoft office, email etc. • Excellent communication skills
Timeline	<ul style="list-style-type: none"> • Candidates wishing to be considered for the role are required to be in a position to commit to the role for a minimum of 2 years