## Role Description: Carers Peer Support Volunteer

**Responsible to:** Carers Peer Support Coordinator

**Time commitment:**  2 hours a week (or more) and a minimum 6 month commitment

**Location:** This role can be carried out remotely via telephone or an online platform. This role can be carried out in one of our Wellbeing Centres across Hertfordshire if preferred

**Who we are:**

Hertfordshire Mind Network is a mental health organisation that promotes mental wellbeing and provides a diverse range of recovery orientated services to residents across Hertfordshire. We are the largest mental health provider in the county and provide support to over 5000 client’s every year.

**Purpose of role:**

Being a carer can feel very lonely at times.  This can have an impact on their own wellbeing.  We understand this and recognise it is important they take time out for themselves and from their caring role.

Our volunteers provide a safe space for carers, where they can talk about how they are feeling and any challenges they may be facing.   We support carers to help them think about their own needs and what areas of support are the most important to them

We are looking for volunteers who have a lived experience of being a carer or who have experienced mental health issues.  Other volunteer qualities are to be a good listener, patient, understanding, empathic and can understand the impact being a carer can have.

**Main tasks:**

* Providing 1-1 Carers support via telephone, online and face to face (where needed)
* Updating HMN database
* Raise any carer concerns with the Service Co-ordinator as soon as possible
* To attend regular catch ups with the Service Co-ordinator via telephone/online
* To attend regular monthly drop-in sessions via Zoom

**What we are looking for**

* A lived experience of being a Carer ideal, but not essential
* Someone who is compassionate, patient, empathic and able to understand the struggles a Carer can experience
* Good communication and listening skills
* Friendly and approachable manner
* Willing to learn new skills
* Open minded and confident
* Able to work in a personalised way with each Carer

**What we can offer you:**

* Coordinator Support
* Could lead to more involvement within the Carers support service
* Internal on - going training
* Working as part of the Carers support team and the wider volunteer team
* Further development and other opportunities
* Mandatory online training

**Next steps:**

If you are new to volunteering with HMN and interested in this role, please complete our application form <http://www.hertfordshiremind.org/join-us/volunteering/> or contact the Volunteer Team on **0203 727 3600.**

If you are a current volunteer with HMN and interested in this role, please contact [carers@hertsmindnetwork.org](mailto:carers@hertsmindnetwork.org) or contact the Carers Peers Support Co-Ordinator on 02037 273600