## 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:** You can volunteer remotely over the phone, online (like on Zoom), in person at one of our Wellbeing Centres, or a mix that works for you.

**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 an unpaid carer can sometimes feel lonely and challenging. It can affect your wellbeing, mental health, and social life. We know how important it is for carers to get support too.

Our volunteers offer a safe place for unpaid carers to talk about their feelings and what’s happening in their lives. We help carers through their challenges and also encourage them to think about their own needs and the support they could use.

We are looking for volunteers who have experience as an unpaid carer or have faced their own mental health struggles. You’ll understand how this can affect a person’s life and wellbeing.

To become a volunteer, you’ll need to complete our one-day Volunteer Selection Training programme.

Key qualities for volunteers include patience, understanding, empathy and good listening skills, so you can really hear what our carers are going through.

**Main tasks:**

* Give weekly 1-to-1 support to carers via phone, online, or face-to-face
* Keep records updated in our database
* Share any concerns with the Service Coordinator
* Attend regular catch-ups with the Service Coordinator
* Join regular online support sessions with other volunteers

**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

**Benefits of Volunteering**

* Give weekly 1-to-1 support to carers via phone, online, or face-to-face
* Keep records updated in our database
* Share any concerns with the Service Coordinator
* Attend regular catch-ups with the Service Coordinator
* Join regular online support sessions with other volunteers

**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