



Volunteer Role Description

Peer Volunteer

About us:

This is an exciting opportunity to join North Somerset Wellbeing Service, run by Second Step. We provide support for people across North Somerset with mental health problems through a non-judgmental, focused programme of workshops, courses and activities (both online and in-person). Our provision helps people to manage mental wellbeing and work towards recovery goals.

About this role:

As a Peer Volunteer, you will be working alongside our wellbeing coordinators and peer support workers. Peer volunteers of all ages (18+) and backgrounds are welcome and are valued as much for their life experiences as for the qualifications they may hold. We welcome those who may have accessed mental health and wellbeing services themselves and could use their personal experience for the benefit of others; you will be able to draw upon and share your knowledge or own experiences of mental health challenges and services in order to inspire, model, and support them in finding their own path to recovery.

Tasks involved in this role:

- Welcoming service users attending groups at North Somerset Wellbeing Service: to assist service users to feel at ease and help them settle in and to provide general information about the service and what to expect.
- Support service users with feedback forms, wellbeing questionnaires and ensure forms are fully completed.
- Support group facilitators to create a friendly and non-judgmental environment in which skills can be learned and wellbeing activities can take place.
- Provide a safe sounding board, someone who will listen and not judge.
- Help to improve wellbeing, self-confidence, and independence by exploring activities that promote these areas.
- Relate to service users by using your own life experiences and provide reassurance through positive examples of hope and possibility.
- Ensure that professional boundaries are maintained to protect both yourself and the service user.
- Offer information and signpost, where necessary, to enable service users to make their own informed choices in their recovery journey.
- Provide administrative and / or practical support to the staff team.
- Engage in regular group or 1:1 supervision.

Who should apply for this role?

We are looking for peer volunteers who have:

- a passion for supporting others.
- an awareness of self-management resources and coping strategies.
- an ability to empathise with others and form trusting relationships.
- a non-judgemental approach and an ability to maintain appropriate boundaries.
- good listening and communication skills, reliability and good time keeping.
- an ability to take responsibility for your own self-care and willingness to utilise the support and supervision provided by the team.
- the desire and ability to share any personal experiences of mental health and recovery to support, empower and bring hope to others.

Where and when:

North Somerset Wellbeing Service runs a range of in-person and online wellbeing groups and courses. We are looking for volunteers who are available for a minimum of 2 hours per week for a minimum period of 6 months. Your hours of support would be delivered between 9:00am -5:00pm Monday to Friday. Our main office is in Weston-Super- Mare, but we also deliver groups in Clevedon, Nailsea and online.

What support will I get?

You will be supported by the wellbeing coordinators, who will provide regular check-ins and 1:1 or group supervision sessions. You will also be able to access the Peer Volunteers Group, set up by Second Steps' peer support lead.

Is a DBS check required for this role?

Yes. You will be supported by the Volunteer Coordinator to obtain a DBS (Disclosure & Barring Service) check. Any disclosures will be discussed on a case-by-case basis and will not automatically stop you from being involved. Please note that DBS checks are free of charge.

How do I apply and what happens next?

For further information or to arrange an informal chat about Peer Volunteer opportunities, please contact NSWellbeing@second-step.co.uk or call us on 0333 023 3504.

Second Step is committed to Equal Opportunities and welcomes applicants from all sections of the community and from people who have personal experience of using mental health services.

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Please complete an application form and send to the above email address or post to:

**North Somerset Wellbeing Service- Volunteering,
4 Boulevard,
Weston-Super-Mare,
BS23 1NA**