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| **Job Profile** | |
| **Job Title** | **Peer Support Worker** |
| **Hours per Week** | Minimum commitment of 18 hours per week |
| **Salary** | Voluntary |
| **Responsible to** | Support Services Team Manager (SSTM) |
| **Service/Team** | Support Services Team |
| **Job Number** | HSS-HR-044 |
| **Base/Location** | 38 Leicester Road, Loughborough, LE11 2AG |

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| **Job Purpose** |
| Our Housing Support Service supports those who are vulnerably housed within the County of Leicestershire. The aim is to prevent the cycle of repeat homelessness, by equipping vulnerable people to live independently in their own homes.  The Bridge (East Midlands) is recruiting volunteer Peer Support Workers in order to deliver an 8-month Peer Support Pilot Scheme within our Support Services commencing in April 2020. Due to the nature of the scheme, successful applicants are required to have previous experience of using our Housing Support Services themselves. |

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| **Main Duties and Responsibilities** |
| **Peer Support Worker Responsibilities** |
| Peer Support Workers will assist with the work of our Support Services by co-working with our existing Housing Support Workers to engage clients in housing related support.  Support will be provided to overcome barriers to accessing services for some of the most vulnerable individuals within society and achieving positive outcomes for clients through providing high quality support. With guidance, Peer Support Workers will:   * Provide day to day support * Provide 1-1 mentoring sessions with ‘matched’ clients * Advocate for clients/support to attend appointments * Lead self-help groups * Provide drop-ins at hubs within community * Provide online/telephone helpline service |
| **Training** |
| Peer Support Workers will receive training in line with The Bridge’s training standards, which includes Adult and Children’s Safeguarding, Welfare Benefits, Universal Credit, Housing, Substance Misuse Awareness, as well as an organisational induction. |
| **Support and Supervision** |
| Peer Support Workers will attend informal one to one meetings on a monthly basis. These will take place in a confidential space with the SSTM and may include the attendance of the co-working Housing Support Worker colleague for parts, where appropriate. Meetings will include:   * A wellbeing and workplace check in * Workload capacity discussion * Opportunity for manager and/or volunteer to provide feedback and raise any concerns * Learning and development needs   Any issues or concerns that are discussed within the supervision will remain confidential. The line manager responsible for the volunteer will ensure concise notes are recorded for each supervision, with a copy being provided to the Peer Support Worker. |

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| **Person Specification** |
| **Skills Required** |
| * Previous experience of having used our support and/or advice services (please note, clients currently using our services are not able to be considered for this role due to a conflict of interest) * Availability to commit a minimum of 18 hours per week to volunteering on the Peer Support Scheme, for a minimum of 8 months * A desire to learn the key principles within housing related support * Ability to work with vulnerable people and advocate on their behalf * Commitment to learning key safeguarding issues/processes for children/vulnerable adults * Understanding of, and ability to assess, risk * A reliable nature and dedication towards personal development |

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| **Benefits of Volunteering** |
| **Personal Development** |
| This role has numerous benefits such as gaining invaluable experience of working within a charity setting, supporting some of the most vulnerable individuals and families within society and therefore developing the ability to work with individuals from a range of different backgrounds. Additionally, the role will enable the volunteer to develop strong communication and advocacy skills transferrable to a variety of settings.  Peer Support Workers will be given the opportunity to explore and gain an understanding of the wider work that The Bridge carries out, through the offer of shadowing and training opportunities within the organisation. All volunteers are welcome to apply for paid work within our organisation as suitable job opportunities arise. |
| **Expenses** |
| The Bridge will reimburse out-of-pocket travelling and subsistence expenses incurred as a result of volunteering such as travel expenses for their journey to and from The Bridge, car parking, lunch (if volunteering for a full day as agreed by the SSTM). |
| **How to Apply** |
| If you are interested in the volunteer role above, please call **01509 260500** to register your interest. The Customer Services Team will then pass on your request to the SSTM who will contact you to arrange an informal interview. |

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| **Document Control** | | | | | |
| **Prepared by** | Molly Splevings | | | **Date** | 28.02.2020 |
| **QMS Document No.** | |  | **Version** | V1.0 | |