

PARENTS Online - Parental Peer Support Volunteer

- Task Title:** Parental Peer Support Volunteer
- Location:** Working remotely providing online support
- Responsible to:** PARENTS Online Coordinator
- Hours of task:** 6pm-9pm on Monday - Friday – volunteers are requested to do a minimum of 1 x 3hr shift p/m, and to volunteer for a period of at least 6 months
- Informal enquiries:** Noreen Kazmi (Parental Peer Support Co-ordinator) 07883 785040 or noreen.kazmi@thecellartrust.org
- Applications to:** volunteering@thecellartrust.org

Background and Context

PARENTS Online

Peer Assistance, Reciprocal Experience & Navigation Through Support

Parenting can be tough. At PARENTS Online we provide text-based emotional support to parents and carers through our chat platform below. Our committed team have their own personal experience of parenting and are passionate about providing hope and understanding to fellow parents. We are here to hear their concerns, and to offer a non-judgemental ear when it's needed most.

We provide parents:

- ✓ A confidential* listening service which can be used anonymously
- ✓ Support from a fully trained worker, with their own lived experience of parenting
- ✓ A safe space to talk openly without judgement, about anything that's on their mind

What we're looking for:

- At least 1 x 3 hour shift per month – can be worked around your schedule
- A supportive and accepting outlook
- Experience as a parent/carer and a willingness to draw on this when appropriate
- Initial availability for 2 days training
- To stay with us for at least 6 months (we invest heavily in our volunteers and we ask that you commit to at least this time period to make it viable for us)
- You'll need your own laptop/internet connection to logon to our platform

What you'll get from volunteering with us...

- The chance to make a real difference to the people we support
- The positive feeling of helping others
- Full training and support every step of the way, including Level 3 Accreditation in Peer Support
- New transferrable skills and confidence - to take with you wherever you go
- A friendly team of volunteers, with a shared passion for helping parents
- Supportive supervision and regular opportunities for development

General

Applicants should use the Experience section of the application form to state how they meet all of the criteria of what we're looking for.

We are a Disability Confident employer, and offer a guaranteed interview to candidates with a disability who meet all the essential criteria in the person specification. If you would like to request a guaranteed interview because of a disability, or you would require any reasonable adjustments at the interview stage of the recruitment process, please specify this in your application.

The successful candidate will be required to undertake a Disclosure and Barring Service check and to complete 2 days initial training (fully funded) along with online safeguarding training.

Task Purpose

We are working with Brathay and MYMUP to pilot online peer support as a way of delivering support to parents/carers. The role of the peer support worker is to work within a team of volunteers working on an online platform to provide text-based support to parents/carers.

Accountability

- All online shifts to be supervised by Volunteer Coordinator

Key Duties and Responsibilities

- To provide one-to-one text-based online peer support for parents/carers via online platform during set hours – 6pm-9pm on allocated shifts
- To build safe, trusting relationships with individuals based on non-judgmental listening and shared lived experience.
- To model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness
- To make full use of supervision, peer support with other peer workers and other support as necessary in order to remain well and safe.
- Obtain, record and report information. Demonstrate competent IT skills. Daily access to IT systems and use of internet for research.
- Promote and demonstrate effective communication at all times with service users, carers, colleagues and other departments. Recognise the need for tact, consideration and confidentiality.
- Report, document and act on untoward incidents appropriately, escalating as indicated.
- Work with a high level of awareness of safeguarding in order to both prevent and respond appropriately to abuse.
- To sign-post to various resources, opportunities and activities in the community to promote choice and informed decision making.
- To work within policies including health and safety and data protection.
- To attend all task relevant mandatory training as and when required to do so.