



Peer Mentor Role Description

Role Title:	Peer Mentor
Project:	Supported Housing
Responsible to:	Supported Housing Peer Support Coordinator
Hours:	Hours are flexible to fit volunteer's availability. However, reliability is important, with an expectation that volunteers honour their commitments.
Location:	Stoke town, Stoke-on-Trent, and/or other local sites. There may also be occasions where visits to relevant agencies or events are necessary.

Background

Concrete provides support and advice for people facing or at risk of homelessness and is one of the four fantastic brands that make up The Honeycomb Group along with Staffs Housing, Glow and Revival together they all provide specialist, customer-led support across our communities.

How can you help as a peer mentor?

As a Volunteer Peer Mentor, you will provide support to customers of Supported Housing to help increase confidence, self esteem and independence.

The role:

We have a 'one team' approach, working with openness and honesty in a collaborative way. Our customers come first. We listen, understand and communicate effectively, and we aim to exceed our customers' expectations.

The Volunteer Peer Mentor will work closely with the Supported Housing Team, particularly the Peer Mentor Coordinator, providing support to the customers of the service. The volunteer Peer Mentor will be involved in group support settings with other mentors and also on a one-to-one basis with individual Concrete customers, supporting them to enhance their practical life skills and overcome challenges.

Peer Mentor Criteria

- Age: 18+
- Has lived experience of homelessness and associated conditions (eg substance abuse, mental illness)
- Managing their tenancy and rent arrears
- Willing to undertake a DBS check
 - Having an unspent conviction does not mean you can't become a peer mentor, but the volunteer co-ordinator will need to complete a risk assessment
- Good communication skills
- Ability to relate to others and be empathic
- Good listening skills

- Non judgemental
- Ability to motivate
- Ability to form effective relationships
- Good time keeping
- Positive outlook
- Patience
- Flexibility
- Positive role model

We ask that you:

- Work in line with our Peer Mentor Code of Conduct
- Inspire and support others on their journey
- Act as an advocate for the mentee
- Adhere to Concrete's and Honeycomb Groups Boundaries and Safeguarding Policies
- Observe the guidelines of developing and maintaining a mentoring relationship
- Maintain consistent communication with your allocated volunteer supervisor and access support from staff where necessary
- Meet with the mentee on a regular basis
- Support the mentee through challenging issues, assisting the mentee to develop solutions to problems, helping the mentee to find strategies to cope with difficulties
- Provide practical support in accompanying the mentee to appointments, activities and/or events
- Provide emotional support by listening to the concerns and issues that are important to the mentee
- Encourage the mentee to take control of their own development
- Guide the mentee to make more positive choices
- Take an active role in your own personal development through supervision.

Training and support provided

- You will be required to commit to an initial induction programme
- Ongoing support and supervision will be provided by your allocated volunteer co-ordinator
- Regular check ins with your allocated supervisor to help you access resources and development opportunities to help enhance your skills and knowledge

Benefits of volunteering as a Peer Mentor:

- Be part of a supportive and friendly organisation and team whose mission is to create happy homes and ensure everyone has access to one.
- Give something back to your community and help improve lives.
- Meet new people, make new friends and gain new perspectives.
- Develop and improve communication, interpersonal and listening skills
- Gain valuable volunteering experience for personal or professional development.
- Access to ongoing training and development opportunities.
- Payment of travel expenses.

Volunteering

Volunteering is not a legally binding contract. The agreement between Concrete and the volunteer may be cancelled at any time at the discretion of either party.

Feel inspired?

If you are interested in this role, please ask one of the team to help you complete the peer mentor application form.