

## Peer Support Volunteer Role Description and Person Specification

**Hours** – 12:30pm-3:30pm, Monday to Friday

**Reporting to** – Peer Support Team

### Role Description

As a **Peer Support Volunteer**, you'll be a friendly face at The Anthony Seddon Centre's mental health peer support drop-in. Your role is all about creating a warm, welcoming space where people feel safe to talk about their mental health. You'll be there to listen, offer reassurance, and encourage open conversations, helping people feel heard and supported.

You'll also help point people in the right direction by signposting them to useful services and resources when needed. Most importantly, you'll be part of a team that makes a real difference, working alongside staff and other volunteers to support those who need it most.

### Main Duties and Responsibilities

- Chat with and support people who drop in, helping them feel welcome and comfortable.
- Encourage open conversations about mental health, listening with empathy and without judgement.
- Help create a safe, friendly space where everyone feels heard and valued.
- Point people in the right direction by signposting them to other mental health services and support when needed.
- Work alongside staff and other volunteers to make sure people get the right level of support.
- Be there for someone who's struggling, offering reassurance and a friendly ear.
- Know when to step back and get help, following safeguarding guidelines if someone needs extra support.

### General Responsibilities

- Work safely and follow health and safety guidance for your wellbeing and the safety of others matter.
- Be kind, respectful, and inclusive. We welcome people from all walks of life, and everyone deserves to feel valued.
- Stick to the charity's guidelines and policies. They're there to keep things running smoothly.
- Join in with training when needed. We'll make sure you have the right support and skills for the role.

- Help out where you can. Sometimes there might be extra little tasks to keep the drop-in running smoothly.

## **Person Specification**

### **Knowledge and Experience**

- No formal experience is needed. What matters most is your willingness to listen, support others, and be part of a welcoming space.
- Experience supporting people with mental health challenges is helpful but not essential.
- A basic understanding of mental health and wellbeing (or a willingness to learn) would be beneficial.
- Knowledge of local mental health services and community resources is a plus, but we can help with this!

### **Skills and Personal Qualities**

- A great listener, someone who can offer a friendly ear and make people feel heard.
- Warm, approachable, and non-judgemental. Someone able to help people feel comfortable and supported.
- Good communication skills, able to chat with people from all walks of life and respond in a meaningful way.
- Adaptable and flexible. The drop-ins can be unpredictable, so being able to go with the flow is important.
- Respectful of boundaries and confidentiality, knowing when to step back and when to get extra support.
- Reliable and committed, someone able to attend agreed volunteer shifts and any training needed for the role.

### **Physical, Mental, and Emotional Effort**

This role may involve supporting people who are experiencing distress or difficult emotions. While most conversations will be positive and supportive, there may be times when someone is struggling, upset, or frustrated. As a volunteer, you'll be expected to listen with empathy, stay calm, and know when to get support from staff if needed.

You won't be expected to handle difficult situations alone, we'll always make sure you have guidance and support in place.

## **The Anthony Seddon Fund's Commitment to Our Volunteers**

We truly appreciate our volunteers and want to make sure you feel valued and supported. In return for your time and passion, we offer:

- **Training & Development** – Access to in-house and external training to help you build skills and confidence.



- **Expenses Covered** – We'll reimburse reasonable travel and parking expenses.
- **A Supportive Community** – Be part of a friendly, welcoming team that makes a real difference.
- **Recognition & Appreciation** – Opportunities to celebrate your contribution, whether that's through events, thank-yous, or volunteer rewards.
- **References for the Future** – If you volunteer with us for **6 months or more**, we'll be happy to provide a reference.
- **Personal Growth & Wellbeing** – Volunteering can be a great way to boost your own confidence, wellbeing, and sense of purpose.