

Job Description

Job title: Peer Support Volunteer

Reports to: Program Coordinator and Manager

Position Responsibilities:

- Complete all phases of the Peer Support training and use the skills developed through training when responding to services users on Care to Speak.
- Participate in ongoing learning opportunities as required.
- Continue to maintain shift commitment of one 4 hours shift a week (16 hours a month) and refresher training after a leave of absence.
- Respect and maintain the confidentiality and anonymity of all information relating to service users, the policies and procedures, and the identity of other peer support volunteers.
- Follow procedures in all calls, chats, and text messages and accurately complete all required documentation.
- Be familiar with and keep updated on all relevant information including communication with program coordinator and policy and procedure manual changes.
- Be willing to have staff listen to your calls to ensure program standards are being upheld.
- Be aware of personal skill development, effectiveness and triggers.
- To be familiar with the guidelines set out for the program.