

Volunteer to be a Peer Mentor

Role Description

Do you want to support kidney patients and their families? Do you want to be part of a large team of volunteers, within a national charity? Do you want to make a difference to the lives of people with kidney disease and their families in Wales?

"I draw on my personal experience of kidney disease to support others during their kidney journey; providing information, advice and emotional support to anyone affected by kidney disease"

Paul Popham Volunteer Peer Mentor



Purpose of the Role

The role of a Volunteer Peer Mentor is to provide support to a person new to kidney disease and those experiencing difficulty or going through a change in circumstances. A Volunteer Peer Mentor listens to worries and concerns and provides advice, information or signposts to other services.

Typical Tasks and Responsibilities

- Call Patients as directed by the Patient Services Co-ordinator
- Providing a warm and supportive relationship.
- Listening to their concerns, understanding their needs, providing support and/or information.
- Where necessary, sharing your personal experience of kidney disease to support, inspire and comfort them.
- Signposting to other services where necessary
- Ensure that sensitive information, personal information and call content remain confidential, in accordance with the charity's Confidentiality Policy.
- Communicate regularly with the Patient Services Co-ordinator, attend regular support sessions and report anything of concern.
- Reporting statistics, outcomes and actions to Patient Services Co-ordinator.
- Participate in regular, ongoing training to ensure that skills and knowledge are up to date.
- Attend Paul Popham Fund networking and/or support events (minimum of one event each year)
- Be familiar with and adhere to the charity's policies and procedures - designed to keep volunteers, patients and families safe and happy. All training and guidance around safeguarding, confidentiality and role boundaries will be provided. We'll ask you to sign to confirm you understand them.

- Represent the charity to the wider public.

Skills & Attributes

- You will have experience and an understanding of living with a kidney disease either yourself or as a carer or family member for someone living with a kidney disease
- You will have come to terms with the effects of kidney disease has on your own lives and that of your families
- Happy to share your experience to help others make informed decisions
- You will be Understanding, Caring and Supportive of others concerns and worries
- Reliable, consistent and dependable
- Good conversational and listening skills with a clear speaking voice - some of the people we support have a low-level hearing loss
- Patience, empathy and a non-judgemental attitude
- An ability to work independently but also stay within the role's boundaries - recognising what should and shouldn't be done and when to seek advice or report concerns.
- Enjoys meeting a diverse range of people and helping others



How much time do I commit?

- 4 hours per week
- Ideally for a minimum of 12 months
- Attend 6 ongoing training and support meetings per year.

What support will I be given?

- Full training is provided to become a Volunteer Peer Mentor
- Ongoing training through our Supervision events
- Ongoing support is provided by the charity throughout.

What benefits can I expect?

- You will receive an Aged Certificate in Peer Mentoring Skills
- An opportunity to volunteer in a charity that improves the lives of people with kidney disease and their families.
- Be part of a growing network of volunteers making a real difference.
- A chance to meet and work with new people.
- The opportunity to develop new skills and interests.
- Full support and a range of relevant ongoing training.
- The opportunity to access other volunteering opportunities.
- A reference for future volunteering or employment, after 6 months
- Reimbursement of agreed expenses so we can make sure you're not out of pocket

Be a Peer Mentor... Contact us for details:

TEL: 0333 2001 285

EMAIL: support@paulpophamfund.co.uk

www.paulpophamfund.co.uk

Registered Charity
No: 1160114

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