



'Cost of Living' Project Peer Volunteer

Covering West Sussex – based mainly from home and/or Littlehampton, Worthing, Bognor Regis & Southwick (volunteer can be area specific)

The Cost of Living (COL) Peer Volunteer role is a specific and specialist volunteer role within West Sussex Mind. The Peer Volunteer uses their lived experience, gained through navigating their own mental health journey to work in partnership, as equals with service users, to enable them to achieve their goals. A Peer Volunteer ensures the value of lived experience is reflected in the planning and delivery of services.

Peer Volunteers within the COL project can provide support in a variety of ways. Helping individual service users on a one-to-one basis either over the phone or face to face. Supporting with financially related welfare difficulties to enable the service user to get the appropriate outcome for their welfare needs.

What's involved:

Up to 2-3 hours per week in Littlehampton, Worthing, Bognor Regis or Southwick

- Engaging with various service users mostly over the phone to conduct follow up welfare checks and assist with specific tasks to help them access cost of living support
- Possible face to face support required out of West Sussex Mind centres to help services users access appointments or community resources
- Assisting in completing forms or written tasks to help services users access appropriate supports
- Working alongside project staff to get an understanding of the service user's situation and record keeping/note taking as required to document your work

What we ask for:

- Good telephone manner, ability to listen nonjudgmentally and with active listening
- Good communication skills, good time keeping, understanding of boundaries, able to work within the scope of confidentiality and with an objective approach
- Adequate experience of personal financial management - How to budget, how to make enquiries to utility companies
- Ability to offer support to enable people to access external agencies
- Your mental health is at a point of relative stability, giving you the resilience to thrive in this role and enabling you to meet the required time commitment

- Need to be reliable, motivated, friendly and approachable, supportive, empathic, empowering, patient

How we help our volunteers and benefits

- Welcome you to West Sussex Mind with a package of training and information needed to carry out the role.
- You will meet new people, have the opportunity to learn new skills and take part in regular in-house training
- We will reimburse pre-agreed expenses in line with West Sussex Mind's policy
- COL Welfare workers will check-in regularly to ensure you are enjoying your volunteering role

Our Values

- We are equitable
- We are open
- We work together
- We are curious
- We are unstoppable
- We strive for excellence

Because the role involves working closely with vulnerable people, we need to take up two references and a Disclosure and Barring Service check.

For more information, please email laura.neilson@westsussexmind.org