

# Peer mentor

## Role

Providing one-to-one mentoring support to a carer who is interested in meeting a volunteer with similar experience (such as navigating health and social care systems, changing relationships, diagnosis, or feelings of guilt).



## Location

Online or in person at a pre-agreed public location, such as a local café, at VOCAL Edinburgh Carers' Hub (60 Leith Walk, Edinburgh, EH6 5HB) or Midlothian Carer Centre (Hardengreen Industrial Estate, Dalhousie Road, Dalkeith, EH22 3NX).

## Key tasks

- Meeting with a matched carer (peer) for up to six meetings
- Sharing caring experiences in a constructive way
- Adhering to boundaries pre-set with the peer
- Recording all contact on VOCAL's case management system



## Expectations

- Experience of caring for a family member, relative or friend
- An understanding of carers' needs and the difficulties they face
- Willingness to share aspects of your own caring situation
- Capacity to maintain boundaries
- Good communication skills, including active listening and empathy
- An ability to foster positive and collaborative interactions
- Willingness to attend induction and peer mentoring training
- Some familiarity with using IT and performing administrative tasks, and willingness to learn
- Sensitive approach to confidential information received as part of your volunteering role
- Adherence to organisational policies and procedures, including safeguarding and data protection protocols
- Understanding of and commitment to the vision, mission and aims of VOCAL, in particular, equality and diversity
- Peer mentor volunteers will be expected to become a member of the Protecting Vulnerable Groups (PVG) Scheme, to support vulnerable adults. Membership is free for volunteers.

## Commitment

Around three to nine hours per month. As a peer mentor, you can have up to three matches with a carer, each of which will require up to three hours of support per month.

Once you are matched with a carer, you can meet them up to six times. The meetings usually take place every two weeks, at times suitable to you and the carer.

## Support

You will be given regular guidance and support by your volunteer manager. This will allow you to identify any relevant training which may be helpful, and you will be offered suitable development opportunities to support you in your role. You will also be invited to regular meetings with your peers.