

Volunteer Role Profile

Volunteer Role	Online Peer Support Facilitator
Volunteer Manager	Local Volunteering Manager
Where you will be based	Home

Why we want you

Peer support is different from services provided by professionals. It does not try to find solutions to every problem or give direct advice. Peer support is about giving people a time and place where they can hear from others in a similar situation and make their own choices.

This is an exciting opportunity to be able to continue to support people living with diabetes during the COVID19 pandemic, but also after by finding a new way to reach and offer support online. This will enable more people living with diabetes to manage their condition well while feeling supported and valued.

This is an exciting opportunity to do more. By developing your peer support facilitation skills, we hope that peer support will be available to people living with diabetes through structured online peer support sessions. This will enable more people living with diabetes to manage their condition well while feeling supported and valued.

What you will be doing

- Facilitate the peer support sessions via Zoom
- Signpost people to where they may get appropriate help
- Complete and submit a short form after each peer support session about attendance and discussion topics
- Plan the peer support sessions utilising the Diabetes UK Model

The skills you need

- Committed to supporting people living with diabetes
- Willing to listen with empathy to others needing support with diabetes
- Able to help people think through their situation and options, without telling them what they 'should' do
- Non-judgemental and open-minded to the huge range of people living with diabetes, and the situations that they will bring to the meetings
- Able to treat others with respect, tolerance and without prejudice and able to contribute to group discussions without dominating
- Friendly, approachable and welcoming
- Can volunteer within our guidelines and policies for confidentiality, safeguarding, data protection and health and safety
- Able to commit to running a minimum of five peer support sessions per

- year
- Knowledgeable of Zoom (training will be provided)

What's in it for you

- The opportunity to be part of offering an effective peer support service supporting more people to manage their diabetes more effectively.
- Induction to Diabetes UK
- A Peer Support Facilitator pack to provide information, ideas and examples
- A range of materials for you to use and discuss in your peer support sessions
- Regular support from your local volunteer team
- The opportunity to learn new skills
- Reimbursement of out of office expenses incurred while carrying out activities for Diabetes UK, eg travel, lunch
- Training session on peer support facilitation skills

Disclaimer

We are committed to ensuring that our volunteer recruitment is fair, safe and consistent. The recruitment and selection process must therefore be appropriate to the nature of the role. Some roles may require a more in depth selection process, for example those working with children or vulnerable adults. Your volunteering contact will be able to explain more about this.

This role will require references.