

# Peer Support Volunteer – Parents Online

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**Hours:** A minimum of two 3 hour sessions per month (6pm-9pm Monday – Friday)

**Location:** Home based (online)

## Role Description

We are looking for passionate and motivated volunteers with experience as a parent/carer to provide text-based emotional support to other parents and carers through our chat platform, Parents Online. Parents Online is a team of staff and volunteers with their own experience of parenting who provide a confidential listening service to other parents. People accessing the service get support from a fully trained worker or volunteer, with their own lived experience of parenting and a safe space to talk openly without judgement about anything that's on their mind. As a volunteer for Parents Online you will use your own experience of parenting to provide peer support to users of the service. Peer support involves people with shared experiences supporting each other towards better wellbeing.

## Typical tasks will include:

- Providing one-to-one text-based online peer support for parents/carers via our online platform between 6pm-9pm on allocated sessions.
- Building safe, trusting relationships with individuals based on non-judgmental listening and shared lived experience.
- Maintaining confidentiality at all times.
- Engaging in supervision, peer support and other support as necessary in order to remain well and safe.
- Recording and reporting information gained during sessions as appropriate.
- Responding appropriately to safeguarding concerns when needed.
- Using IT systems and internet based platforms.
- Signposting to various resources and services in the community.
- Attending mandatory training as and when required to do so.

## What are we looking for?

- Experience as a parent/carer
- Excellent listening skills
- Passionate about supporting others and awareness of and empathy for mental health
- Non-judgmental approach
- Ability to share your own experiences
- Ability to model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness
- Understanding of personal and professional boundaries
- Reliability and consistency
- Competent IT skills
- Commitment for at least 6 months

## What you will get

- The chance to make a real difference to the people we support
- Experience in the field of mental health
- The positive feeling of helping others
- Full training and support every step of the way, including Level 3 Accreditation in Peer Support
- New transferrable skills and confidence - to take with you wherever you go
- Supportive supervision and opportunities for development

You will also need to complete an enhanced DBS check and online safeguarding training.

**Informal enquiries:** Noreen Kazmi, 07883 785040; [noreen.kazmi@thecellartrust.org](mailto:noreen.kazmi@thecellartrust.org)

**Please send your completed application form to:** [volunteering@thecellartrust.org](mailto:volunteering@thecellartrust.org)