



Role title: Peer Navigator Volunteer X 40 posts
Responsible to: Lived Experience and Community Development Manager
Hours: Available 4 - 15 hours per week (flexible)
Team: The Peer Pathway – The City and Hackney Wellbeing Network
Location: Remote working / 8-10 Tudor Road / 15a Homerton Row
options available

About Mind in the City, Hackney and Waltham Forest:

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions. We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritized communities. We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

Our values are:

Connected: Creating a compassionate and supportive community.

Fair: We strive for equity- no-one's needs should go unmet.

Brave: We walk with people, offering help by doing what works - proven or new

Joining Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney, and Waltham Forest.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our volunteers and employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

This role is for people with lived experience of Mental Health, who are encouraged to apply.

About The City & Hackney Wellbeing Network:

The Wellbeing Network is led by Mind in the City, Hackney and Waltham Forest (Mind CHWF) in partnership with a network of voluntary sector mental health services for adult residents in Hackney and the City.

We aim to support those most underserved by mainstream services through our diverse partnership made up of ten specialist mental health agencies working with different communities in Hackney.

The network supports people with severe and enduring mental health conditions to substantially improve their quality of life. We focus on helping people in four main areas: mental wellbeing, physical health, social networks and daily living skills.

About The Peer Pathway:

The Peer Pathway is part of the Wellbeing Network. We offer opportunities for growth and personal development to people with lived experience of mental health challenges who are looking to take a next step. This could be building their skills and confidence, supporting others experiencing mental health challenges, looking towards volunteering or employment or those wanting to give their time or expertise to services they have accessed.

We offer training, support, volunteering to peers based on their own interests, skills and goals.

The Role:

The Peer Navigator Role is a volunteer opportunity for individuals with lived experience of Mental health to use their valuable insights to support other. This role aligns with the visions of Mind CHWF, The Wellbeing Network and Peer Pathway.

You will contact residents who have made a referral to the Wellbeing Network but are not eligible for our core service. This means that more people seeking support will be contacted, leaving less people facing their challenges alone. There will be a focus on supporting people most underserved by mainstream mental health services, including BAPOC & LGBTQ+ people.

As a peer navigator you will offer people signposting, self-help resources and support them to make referrals into other services. This support will be based on what that individual is looking for, so it is tailored to each person. You will receive training and support to be able to find and share these resources.

Responsibilities:

- To make calls to residents of Hackney who are not eligible for our core service offering tailored support based on what they are looking for. Support you offer will look like:
 - Signposting
 - Self-help resources
 - Support with referrals into other services
- To familiarise yourself with our signposting resources, and being aware of what is on offer in Hackney, sharing services you find with the team
- To ensure people you speak to feel heard and supported
- Attend fortnightly group supervisions with other Peer Navigators lead by the team co-ordinators

- To keep a record of your calls and support – outlines will be provided to support you with this
- To be aware of clear on what to do in the event of an incident or challenge (Covered in training).
- Communicating your commitment and availability to your manager. Informing them as soon as possible if you are unable to complete your duties so that clients can be updated promptly. This includes any breaks or holidays.

What skills and qualities are we looking for?

- Lived Experience of Mental Health, looking to use this experience to support others
- Strong communication skills
- Strong interpersonal skills
- Works well with others in a team
- Committed and reliable team member
- Professional, non-judgemental, anti-discriminatory and respectful attitude
- Asks questions and will communicate any concerns or feedback
- Is reliable with good timekeeping and attendance
- Understands the importance of confidentiality and maintaining professional boundaries.

What's in it for you?

- Working in a supportive team who understand managing mental health in the workplace
- Training & development opportunities including ACT for Racial Trauma training
- Access to Radsec (Radical Self Care) course for own wellbeing support
- Providing important and meaningful support to those who need it
- Gaining knowledge and experience of working with clients in a mental health service
- Allocated lead coordinator offering check-ins and group supervision
- Connection to our peer pathway providing other development opportunities