



**Peer Support Coordinator (SW)**  
**Volunteer Role Description**  
**February 2024**

**Date last reviewed:** Oct 2021

**Next review due before:** 31 Oct 2022

**Person responsible:** Caroline Bolton, Caroline Harrower

# ABM Voluntary Role Description

ABM role title	Peer Support Coordinator(PSC)
ABM role reference	PSC/Feb24
Date	February 2024
Responsible person	Caroline Harrower

## Background of post:

The Peer Support Mentorship system is critical to the ABM's operations - the mentorship system provides support and supervision to both our trainee PSs and qualified PSs.

This is a flexible volunteer position of 1-2 hours per week (but it can vary). You'll be heading up a team of mentors for your region and you will be fully supported by the Peer Support Manager. We are looking for Peer Supporter Coordinator (PSC) for the South-West region (ideally you will be based in this region, but it is not necessary, since the role is remote)

A Peer Supporter Coordinator (PSC) has regular contact with their mentors and PSs in their region. They provide practical and emotional support, oversight of the PSs, mentors and are responsible for their region. The PSC helps mentors to feel supported in their role and PSs to feel part of the ABM, they help the ABM understand what is going on in their region. As a PSC you are responsible for your region and are a key part of the ABM.

## Main duties:

1. Regular communication with your mentors, providing oversight and supervision. Being available to support PSs either directly or indirectly (via mentor support). You are your mentors first point of contact for queries and concerns.
2. Assigning a mentor to new PSs, ensuring they are welcomed, and mentors are aware of their duties.
3. Familiarity with ABM documents and guidelines to ensure processes are followed.
4. Proactively keeping an eye on course deadlines & PS status retention in collaboration with your mentors. Using judgement to give extensions (in line with ABM guidelines) to course submission deadlines.
5. Either directly or indirectly (via mentor support), supporting students with the course when needed and providing support to ensure update training

is completed annually for those who are qualified, especially if a PS needs additional support or if you have any concerns about an PS.

6. Working cooperatively and communicating with your PS Manager and the other PSCs and PSCCs (PS Course Coordinators). Attendance at quarterly virtual meets with the team of PSCs and PSCCs.
7. Working with your PSMs in your region to provide at least one virtual meet-up per quarter for the PSs (trained and qualified) in your region.
8. Oversight and responsibility (in collaboration with your mentors) for the Annual Registration process for PSs.
9. Responsibility of the PS spreadsheet for your region: keeping the PS spreadsheet for your area up to date with all relevant information. This involves the use of SharePoint and excel.

### Person Specification (those with an \* are considered essential)

#### Experience, Knowledge and Skills

- Qualified PS or above and up-to-date with ABM responsibilities. \*
- Able to use Office 365 suite. Comfortable using email, Facebook and other messaging services. Able to join the ABM Trained and Training FB group. Comfortable organising / facilitating regular virtual meets, using Teams. \*
- Strong communication skills including being a good listener, empathy, warmth and clarity. \*
- Familiarity with the volunteer handbook and volunteer guidelines. \*
- Able to be responsive to your mentors / PSs as needed and to be flexible with your time. \*
- Able to work alone but also part of a team. Able to be proactive, stay motivated and organised. \*
- Able to make decisions and use judgement\*
- Experience of heading up a team and mentoring.
- Experience of supporting volunteers.