



Volunteer Role Description

February 2026

Date last reviewed: 10/02/2026

Next review due before: 31/03/2027

Person responsible: Caroline Bolton

ABM Voluntary Role Description

ABM role title	Peer Support Mentor (PSM)
ABM role reference	PSM/Feb26
Date	February 2026
Responsible person	Caroline Bolton

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 working alongside a team of other mentors for your region and you will be fully supported by your Peer Support Coordinator (PSC). We are looking for mentors to join our well-established teams in all areas.

A Peer Supporter Mentor (PSM) has regular contact with a number of PSs in a specific area. They provide practical and emotional support, provide oversight of the PSs and signpost to the Peer Supporter coordinator (PSC) if further help is needed. The PSM helps PSs to feel part of the ABM and helps the ABM understand what PSs are doing in each area.

Main duties:

1. Regular communication (generally at least once a quarter) with Peer Supporters in your care depending on their preferred method and level of need. The role essentially involves welcoming, responding to queries, passing on communications and regularly checking in with your mentees.
2. Working cooperatively and communicating with your PSC as appropriate but especially if a PS needs additional support or if you have any concerns about an PS.
3. Working with your PSC and other PSMs in your region to provide at least one virtual meet-up per quarter for the PSs (trained and qualified) in your region.
4. Keeping the PS spreadsheet for your area up-to-date for each of your trainee Ps/Qualified PSs. This involves the use of SharePoint and excel.

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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. *
- 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 mentees as needed whilst at the same time be able handle varying levels, or even lack of responsiveness from mentees. *
- Able to work alone but also part of a team. Able to be proactive and stay motivated. *