

Position Description – Arthritis Assist Peer-Mentor

Arthritis Queensland is seeking Peer-Mentors to provide telephone based peer-support as part of our Arthritis Assist program.

Location:	Work from home (telephone based)
Hours:	Variable
Travel:	Very limited local travel (if any)
Commitment:	Minimum of 1 year

Overview of Role:

Peer-Mentors are responsible for providing one-on-one peer support, information and referral services to fellow Queenslanders living with arthritis.

Peer-mentors will be specially trained via computer-based training modules and will be provided with the necessary resources to provide telephone-based peer support. All Peer-Mentors will also be required to participate in a yearly update session (either in person or online).

Following the successful completion of required training, Peer-Mentors will be matched with Participants (those seeking support) who share similar experiences and characteristics. The Peer-Mentor will then commence phone support. Each Participant is eligible to receive a maximum of 6 phone calls from their Peer-Mentor.

Peer-Mentors will be required to commit to the program for a minimum of 1 year.

Key Responsibilities:

- Phone Participants and start open discussions about the Participant's arthritis experience and issues of concern.
- Emotionally support Participants by listening, asking appropriate questions, providing peer support and information as needed, and checking for understanding.
- Remain informed of the information, resources and services offered by Arthritis Queensland and other relevant services, and how they can be accessed when needed by Participants.
- Refer the participant onto their healthcare team for questions or concerns related to their arthritis treatments and medical management.

Our ideal volunteer:

- Has lived with arthritis, or cared for someone living with arthritis, for at least two years.
- Can be a positive role model to those with, or at risk of arthritis, and optimistic about current approaches to treatment.
- Is comfortable sharing their own story to help other Queenslanders living with arthritis.
- Communicates with empathy, is sensitive to the needs of others, and is non-judgmental and respectful of individual differences/opinions.
- Will be able to work within the boundaries of this role.
- Will be open to continual learning and constructive criticism designed to improve Arthritis Queensland's services.
- Can commit to ongoing training and education as required by the role, including completion of initial training modules.

Benefits for the volunteer:

- Opportunity to draw on your personal experience to help others living with arthritis.
- Further develop your own knowledge of arthritis and ways to support others.
- Build upon your communication and interpersonal skills.
- Join a vibrant team of staff and volunteers and feel a sense of achievement each day knowing you are making a difference.

To Apply

Please complete the online application form which can be found at:

<https://www.surveymonkey.com/r/YSGYFQ2>