Position Description – Arthritis Assist Peer-Mentor

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Drafted by	Volunteer Coordinator	Approved by CEO on	12/08/2020
Responsible person	Jessica Lusher	Scheduled review date	31/05/23

Location:	Remote (from home)
Hours:	Flexible, we work around your schedule.
Travel:	N/A

Overview of the 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 undertake ongoing training and regular reviews (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 begin 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.

Essential Requirements

- Have 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.
- Must complete ongoing training and education as required by the role, including completion of initial training modules.
- Reliable smartphone that is compatible with Arthritis Queensland phone applications.
- Reliable phone service and coverage.
- Access to a computer that is compatible with Arthritis Queensland software programs.
- Reliable internet connection.
- Excellent communication skills.
- Comfortable with using Microsoft IT packages.
- Willing to obtain Police Check (organised through and paid for by Arthritis Queensland)
- Peer Mentors must live with arthritis.

N.B. Due to financial constraints, volunteers will not be reimbursed for any costs associated with this role. Arthritis Queensland, however, will make every reasonable attempt to ensure our programs are delivered at no-cost or low-cost for our volunteers.

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.

DOCUMENT VERSION AND REVISION INFORMATION

Action	By	Changes	Version	Date
Created	Volunteer Coordinator	Created	1.0	05/08/2020
Approved	CEO	N/A	1.0	12/08/2020
Reviewed	Volunteer Coordinator	Update to phone and computer requirements	1.1	17/11/2021
Approved	N/A			

Reviewed	Admin and People Manager	Update to time requirements	1.2	07/06/2022
Approved				
Reviewed & Approved	Operations Manager	General review and update of time requirements	1.3	31/05/23