

## Low Mood Improvement for Thalidomide Survivors (LIfTS) Project

### Peer Supported Role Profile

**Title:** Peer Supporter

**Time Commitment:** Peer Supporters will be required to make a significant time commitment to this project over a period of about 9 months. This will involve 1 to 2 hours each week providing direct telephone support to allocated beneficiaries and around 30 minutes per week contact with the University. In addition, there is an essential requirement to attend a 3-day residential training course in York.

**Requirements of Role:** You will need access to the Internet, an email account and a telephone to become a Peer Supporter. If you have a visual impairment, or a disability that may require specialist equipment or telephone/IT support, please highlight this on your application in question 2 and we will discuss this at your interview.

#### **Overall purpose of role:**

To provide peer support to another beneficiary who is experiencing low mood by helping them work through a self-help workbook. You will also contribute to the research project by giving the research team feedback about your experience of being a peer supporter.

#### **Training and Support**

You will be given full training for the role by the research team and will have an opportunity to test your skills in a brief telephone assessment a week or two after the training. Whilst you are supporting other beneficiaries, you will have regular support sessions over the telephone with Della Bailey, a researcher at the University of York.

#### **Areas of responsibility:**

- Undertake and complete the interview and training required for your volunteer role.
- Agree to a Disclosure and Barring Service check if required
- Undertake a brief post-training assessment
- Make calls to your assigned beneficiary/beneficiaries at the time and day you have agreed with them
- To give where possible the Research Team advance notice of any cancelled or re-arranged calls and absence.
- Report any problems encountered during your calls to the Research Team.
- Be aware that if the beneficiary you call needs practical help or advice, then the Thalidomide Trust can provide them with additional support.
- To adhere to the policies and procedures of the University of York and Thalidomide Trust, including Data Protection, Confidentiality and Safeguarding.
- To develop and maintain appropriate boundaries of confidentiality with other volunteers, staff and beneficiaries.

- To undertake a basic risk assessment, if needed and in line with the LIFTS study risk protocol
- From time to time complete further training as necessary to support you and your volunteering role.

**Boundaries of the role:**

As a volunteer – for both your own safety and the beneficiary – it is important that you keep within clearly defined boundaries of your role. Some important points to remember:

- Do respect the beneficiary's confidentiality by not discussing them with friends, family or other volunteers. You should only discuss their details with the Research Team.
- Do not give out your personal contact details. It is very important that you remain in control of your own volunteering. Giving out your personal contact details could lead to the beneficiary contacting you at inappropriate times, which could be awkward for you and is not appropriate to this service.
- You must not accept or agree to accept any offer of gifts or services offered by members, their family or relatives, suppliers, distributors, or any person having similar connections to the Thalidomide Trust. Under no circumstances are volunteers to become party to being involved in the making of a beneficiary's Will. If you are called upon to provide support in this respect, refer to the Volunteering team for advice on the appropriate course of action.
- Do not offer to visit the beneficiary at home – even if they should live within a close travelling distance this is not permissible under the boundaries of the Thalidomide Trust.

## VOLUNTEER PERSON SPECIFICATION

<b>Knowledge/understanding</b>	<b>Essential</b>	<b>Desirable</b>
A genuine desire to support beneficiaries	✓	
An understanding of and willingness to reflect the Thalidomide Trust values	✓	
An appreciation of issues facing beneficiaries (i.e. isolation)		✓
An understanding of the need for beneficiary's confidentiality	✓	
An understanding of the need to maintain safe working boundaries when working with beneficiaries	✓	

<b>Skills/abilities</b>	<b>Essential</b>	<b>Desirable</b>
Warmth, understanding, sensitivity and a willingness to listen	✓	
Ability to be supportive and non-judgemental regardless of the beneficiary's age, race, sexuality, religion or disability	✓	
A flexible and understanding approach to working with beneficiaries whose needs may vary or change over time	✓	
Willingness to learn from your own and others' experiences	✓	
Basic IT skills and access to the Internet from your own home	✓	
An ability to follow a written protocol	✓	
An ability to communicate	✓	
A commitment to empowering and enabling others.	✓	

<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Able to make a regular commitment to the service for a minimum of 9 months?		✓
A sense of humour and the ability to enjoy and share conversation.		✓
Willingness to work with other volunteers and researchers.	✓	
Willingness to take part in regular supervision	✓	
Willingness to undertake further training as requested		✓
A commitment and an adherence to the University of York and Thalidomide Trust's Data Protection, Confidentiality and Safeguarding Policies	✓	