

Volunteer Mentor Role Description

Reports to: **Mentoring Team Leader and Mentoring Coordinators**

Purpose

At Back Up we understand that spinal cord injury can be devastating but we believe it needn't prevent anyone from getting the most out of life. The aim of this role is to support a mentee and help them to achieve their goals and surpass their expectations, by listening, exploring, role-modelling, goal setting, and encouraging.

Our values

Volunteering with Back Up, as with everything we do, takes place in the context of our values:

- We embrace challenge
- We have fun
- We build inclusive communities
- We are ambitious for each other

Key tasks

- Provide a confidential mentoring service for mentees, by telephone, face-to-face, online or by other appropriate means of communication
- Keep in regular contact with Back Up mentoring team, to provide updates on progress.
- To work as a team with office staff and supervisors, to overcome challenging situations and make sure people get the support they need
- Be a role model and ambassador for Back Up

The Person

- Able to empathise with other people; patient, understanding and considerate
- Able to build a supportive relationship with a person going through a difficult time.
- Encouraging, supportive and perceptive - able to identify the needs of others, help individuals identify and achieve their own goals
- Excellent interpersonal skills including listening and communication
- Able to understand the range of issues that mentees might have
- Comfortable sharing their own experiences with a mentee and talking about emotions, their own and other people's
- Able to use their personal experience in a helpful way for others.
- Accepts people as they are, without judging their lifestyle and choices
- Understands that everyone's experience of SCI is unique.

- Able to give and receive feedback, and deal with concerns in a timely and sensitive way.
- With training, understands when to refer to other organisations or support
- Able to manage their own physical and emotional wellbeing and know when to ask for support.
- Respectful and able to keep information confidential
- Understanding of equal opportunities, confidentiality, and data protection

Experience and Knowledge

- Personal experience of living with spinal cord injury or the family member (partner, parent, sibling etc) of someone with spinal cord injury
- Sound knowledge of Back Up services, vision, mission and values

Time Commitment

- Attend an initial weekend training course
- Mentor people in accordance with their needs pending availability and opportunities
- Attend annual development/refresher training

Support and opportunities provided

- Training will be given by attending a 2-day training workshop to support you as a Mentor and to develop your skills to fulfil the role. Further development and training opportunities are offered annually
- Agreed expenses paid by Back Up
- Support and guidance from Back Up Mentoring staff team, on-call support from clinical psychologists via office and other Back Up staff as applicable
- The chance to work as part of a dynamic team and to have a real impact on individuals at an early stage, and to link them in with a lifelong network of support.

Other information

Back Up has safer recruitment procedures in place to manage risk when staff and volunteers are working with children, young people and vulnerable adults. This role is subject to an enhanced DBS check and reference checks.