



ROLE PROFILE

Job Title:	Peer Advisor - Volunteer	Department:	Community Justice
Job Holder:		Date:	April 2021

1 MAIN PURPOSE OF THE ROLE

The post holder will support our trained Coaches to deliver a service to those of all levels of complexity. The post holder will be part of a multi-agency team providing person-centred support focusing on holistically addressing a range of issues faced by service users referred by the Probation Service. Interventions will focus on addressing the following:

- *Support Around Families and Other Significant Relationships*
- *Support with Lifestyles Choices and Associates*
- *Support to Address their Emotional Wellbeing*
- *Support to reduce Social Isolation.*
- *Provide through the gates support for those leaving prison.*
- *Recovery & Dependency **(Female Only)***
- *Education, Training and Employment **(Female Only)***
- *Accommodation Services **(Female Only)***
- *Finance, Benefits and Debt **(Female Only)***

2 SCOPE OF ROLE (Key Responsibilities & Accountabilities)

- Provide a professional and excellent standard of service.
- Build positive relationships and communicate effectively with internal and external partners to maximise the impact of the service delivery.
- Contribute as part of the team and support colleagues to achieve strategic business unit goals.

The post holder will:

- Support coaches with caseload by advising service users who will either be serving community sentences or being released from prison.
- Help with the creation of a safe and trusting environment to successfully facilitate a supportive and construction relationship with service users.
- Support coaches through delivering and facilitating a range of interventions to service users which contribute towards achievement of prescribed outcomes including group work sessions where required.
- Work with coaches in undertaking interventions on a 1-2-1 basis within the community.
- Facilitate an advisory Help Line (17:00pm - 20:00pm) on evening and occasional weekends (13:00 - 17:00pm).
- Support coaches on occasional weekends to deliver our Help Desk Support service to service users who require out of hours 1-2-1 assistance.
- Provide through the gates support for those leaving prison.

- Achieve contractual targets and goals.
- Maintain all associated administrative paperwork and electronic records relating to the contract.
- Positively represent the Wise Group in all external meetings including conferences, seminars and other events.

What We Will Do to Support You in This Role:

- On-going and targeted learning and development that will support and enable you to deliver the role to a high standard.
- A full induction
- Continuous support and supervision including monthly 1-2-1's where reflective practice is carried out to develop your learning and skills as a Peer Advisor.

3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL

The following are desired;

- Personal experience or knowledge of the challenges faced by young people and adults who have dealt with being socially excluded.
- Experience working in an adviser role is desired.
- Ability to find innovative ways to work with service users to identify and find informed solutions to the challenges faced by them.
- Excellent verbal and written communication skills to ensure effective reporting and customer service.
- Ability to be a flexible and co-operative member of a team.
- Enthusiasm and passion for the role.
- Effective interpersonal and relationship building skills.
- Ability to use initiative and judgement to resolve problems.
- Ability to plan or schedule work over days and weeks and respond to changing pressures or requirements.

4 ADDITIONAL REQUIREMENTS

- A full driving licence and use of a car would be advantageous but not essential.
- Subject to an Enhanced Disclosure check, although it is expected that some applicants will have a previous criminal record.
- Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, service user's and colleagues.
- Role model for Equality, Diversity and Inclusiveness.
- All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework.
- Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication.