

Peer Advisor

Community Justice

MAIN PURPOSE OF THE ROLE:

We are recruiting individuals to join our team as a **Peer Advisor** within **Durham & Cleveland**. The Peer Advisor will support our trained staff to deliver a service to ex-offenders who may have various complexities. The Peer Advisor will be part of a multi-agency team providing person-centred support focusing on holistically addressing a range of issues faced by both male and female 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*)

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.

The Peer Advisor will/can support in a variety of ways:

1) 1-2-1 Delivery:

- Support staff with advising service users who will either be serving community sentences or being released from prison.
- Work with staff in undertaking interventions on a 1-2-1 basis within the community.
- Provide through the gates support for those leaving prison.
- Maintain & update all associated administrative paperwork.
- Positively represent the Wise Group in all external meetings.

2) Group Facilitation/Delivery:

- Support staff through delivering and facilitating a range of interventions to service users which contribute towards achievement of prescribed outcomes including group work sessions where required.
- Maintain & update all associated administrative paperwork.
- Positively represent the Wise Group in all external meetings.

3) Help Line:

- Facilitate an advisory Help Line (17:00pm till 20:00pm) on evening and occasional weekends (13:00 till 17:00pm).
- Maintain & update all associated administrative paperwork.
- Positively represent the Wise Group in all external meetings.

4) Hot Desk:

- Support staff on occasional weekends to deliver our Help Desk Support service to service users who require out of hours 1-2-1 assistance.
- Maintain & update all associated administrative paperwork.
- Positively represent the Wise Group in all external meetings.

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.

VOLUNTEER BENEFITS:

- **Make a Difference** - Make a real difference to your own and the lives of hundreds of individuals who require that little extra support addressing their needs.
- **Progression**
- **Gain Confidence** – Volunteering for The Wise Group will award you with many opportunities for you to try something new and build a real sense of achievement.
- **Wellbeing Benefits** - Yoga, Financial Advice, More Than Fitness, Meditation, Head Strong etc.
- **Meet People** – This opportunity will allow you to meet different kinds of individuals and potentially make new friends.
- **Internal Training**
- **Learn New Skills** – The Wise Group will provide on-going and targeted learning to support and enable you to learn new skills, gain experience and potential opportunities to gain access to training & qualifications.
- **Take on a Challenge** – Throughout your volunteering experience with The Wise Group, there will be opportunities to challenge yourself to try something difference, achieve personal goals, practice using your skills and disorder talents and interests.

EXPERIENCE, QUALIFICATIONS AND SKILLS LEVELS:

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.

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 users and colleagues.
- Role model for Equality, Diversity, and Inclusiveness.
- 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.