PEER·2·PEER

Peer to Peer Volunteer Description

Nature of Work:

This is a non-clinical role. A Peer Support Worker with AboutFace is a trained individual who also has lived experience having a facial difference and provides on-going one-on-one support to community members who are accessing the program (CMAP). The goal is to empower community members, to build resilience, and to offer a supportive space for sharing.

Duties:

- Establish and maintain relationships with 1- 3 peers through developing trust and rapport.
- Act as a role-model in self-care.
- Share your common experiences.
- Support individuals in developing their own support networks outside of peer support.
- Work collaboratively with CMAPs to support them with their goals.
- Complete debrief notes for Program Manager.
- Follow legal requirements and agency policies.

Essential Knowledge Skills and Abilities:

- Excellent communication and listening skills.
- Open, anti-oppressive and non-judgmental approach.
- Ability to understand and connect with individuals.
- Comfort sharing your own experiences with the intention to provide hope.
- Ability to draw on strengths in an individual.
- Ability to work effectively with a virtual platform (Zoom).
- Ability to maintain confidentiality and exercise sound judgment.
- Ability to remain calm in potentially highly triggering situations.

Essential Experience

- Personal experience with the facial difference community. Either as a person living with a facial difference or a parent of a child who lives with a facial difference.
- Asset – Previous work as a Peer Support worker.
- 18 years or older.

Commitment

- Ability to attend all training sessions and to debrief with the program manager at regular intervals (training will start in December; approximately 2, 2-hour sessions)
- Ability to commit to biweekly evening peer support for a minimum of 6 months (approximately 1 hour/bi-weekly)
- Access to a computer, reliable internet and a private space are essential.

Benefits & Our Commitment

- Training in Peer Support through AboutFace upon acceptance to the program.
- Volunteer resource handbook and ongoing training opportunities.
- A designated AboutFace staff member who provides ongoing support.
- Honorarium provided at the end of first 6-month term.

Disclaimer: Volunteer peer support is not counselling. Peers are not medical professionals and do not diagnose or provide any medical treatment. They are volunteers with lived experience who are trained in providing peer support for the facial difference community.