

Mentor Volunteer

Role Description

Reports to: Mentoring Team Leader and Coordinators

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. Volunteering with Back Up is centred around our values: **We embrace challenge, we have fun, we build inclusive communities and we are ambitious for each other.**

Purpose

The aim of this role is to support a mentee and help them to achieve their goals and surpass their expectations, by listening, exploring, goal-setting, encouraging and role-modelling.

Key tasks

- Provide a confidential mentoring service for mentees, by telephone, online or by other appropriate means of communication.
- Keep in regular contact with the Back Up mentoring team, to provide progress updates.
- 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

- Empathetic: Patient, understanding, and considerate of others' needs.
- Rapport builder: Establishes encouraging and supportive relationships with mentees going through a difficult time
- Strong communicator: Excellent interpersonal skills including good listening and communication.
- Inclusive: Helps individuals identify and achieve their own goals, understands the range of issues that mentees may potentially have, accepts people as they are without judging lifestyle or choices.
- Respectful: Understands that everyone's experience of SCI is unique, can give and receive feedback and deal with concerns in a timely and sensitive manner, with training can signpost mentees to other

organisations or relevant support, maintains confidentiality adhering to data protection, equal opportunities and safeguarding policies and procedures.

- Self-aware: Comfortable sharing own experiences in a helpful way and talking about emotions, manages their own physical and emotional wellbeing knowing when to ask for support,

Experience and knowledge (desirable)

- Have a minimum of 2 years of personal experience of living with spinal cord injury or be a family member (partner, parent, sibling etc) of someone with spinal cord injury.
- Sound knowledge of Back Up services, vision, mission and values.
- Familiar with IT packages and willing to use Mentorloop system.

Time Commitment

- Attend an initial weekend training course
- Mentor people in accordance with their needs pending availability and opportunities
- Attend online 6 monthly development/refresher training evening sessions
- Attend online drop-in sessions every 8 weeks with other mentors

Support and opportunities provided

- Training will be given by attending a 2-day training weekend to support you as a Mentor and to develop your skills to fulfil the role. Further development and training opportunities are offered bi-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 any stage of their SCI journey and to link them in with a lifelong network of support.

Safer recruitment

Back Up has safer recruitment procedures in place to manage risk when volunteers are working with children, young people and/or vulnerable adults. This role is subject to a compulsory enhanced regional criminal records check and reference checks.

