

**Volunteer Peer Mentor (Time to Talk)**

**Role Description**

**Living Options Devon** Living Options Devon (LOD) is a charity and a company limited by guarantee founded over 25 years ago.Our vision is of a fully accessible and inclusive society in which every individual has the opportunity to achieve their full potential and take part as an equal and valued citizen.

We exist to ensure people with disabilities and Deaf people who use sign language can make an active and equal contribution in society. Specifically, we:

* Encourage people to feel more informed, valued and confident to take part in society through relevant training and support;
* Enable people to identify priorities and develop user-led services;
* Engage people in effective communication with local/national service commissioners and providers; and
* Empower people to raise awareness of what society needs to do to provide equality of opportunity both locally and nationally.

Living Options Devon strives to be user-led in all that we do and we welcome and encourage applications from disabled and Deaf people.

We believe in a fully accessible society where all people can enjoy freedom of choice and equality of opportunity. We operate a culture of open communication, empowerment and development, where individual differences and abilities are respected and people are encouraged to achieve their full potential and Deaf people (for whom British Sign Language is their first or preferred language) can live the life they choose.

More information on the charity can be found at [www.livingoptions.org.](https://www.livingoptions.org/)

**Time to Talk**

Time to Talk offers emotional and practical support to people with disabilities and / or long-term health conditions. We work to ensure that people feel less isolated and more connected to others. Our aim is to give people a better understanding of the available services they can connect with, enabling them to access help essential to their wellbeing, and supporting them to connect with others to reduce loneliness or isolation.

Via telephone and video calls we provide peer support and a signposting / referral service. We undertake guided conversations to help people to think about options for improving their wellbeing and identify goals. We find information about relevant services and activities for them. We support people to build their confidence by going with them, initially, to agreed wellbeing activities or services.

**Volunteer Peer Mentor (Time to Talk) Role Description**

* Talk to service users via telephone and video calls
* Work with people to identify their individual needs and help them to choose options they feel are right for them
* Support people to set a goal to help them achieve a positive outcome
* Empower people to overcome the emotional and practical issues they currently face
* Identify wellbeing services which the service user wishes to access;
* Find out about the accessibility of identified activities and venues on behalf of the service user
* Liaise with the organisers of the wellbeing service or activity to ensure they understand the needs of the service user prior to their first visit
* Attend the activity with the beneficiary to help with introductions and increase people’s confidence to go on their own in the future
* Data entry to record and report on interactions with people
* Demonstrate a commitment to equality of opportunity

 