



# Peer Mentoring

## Information for potential applicants



## Introduction

This simple guide is designed to give you some information on what peer mentoring is and how you can get involved at RISE. It doesn't cover everything, so please ask a member of staff if there's anything else you need to know. Alternatively, there are contact details for the Volunteer and Peer Mentor Coordinator listed on the last page.

## Background

Many people who are successful in overcoming their own drug and alcohol issues have a desire to give something back. Many others have a desire to find work in the sector, inspired by the work done to support them.

RISE, through its lead contractor CRI, facilitates both of these groups by providing opportunities for ex-service users to become Peer Mentors in RISE's treatment hubs.

In recognising the barriers to employment and the difficulties experienced by people overcoming these issues, we provide a training programme designed to meet, face and tackle these obstacles. This incorporates support and guidance to help you make the effective transition towards independence and sustainable volunteering and employment.

## What is peer mentoring?

Our peer mentoring programme provides training and placement opportunities for people who have had personal experience of overcoming drug and alcohol issues. Peer mentors undertake around eight weeks initial training, two days per week, in preparation for providing peer support to service users currently overcoming drug and alcohol issues. Whilst doing this, evidence is compiled to establish that they have a clear understanding of the role of a peer mentor.

Peer mentors will provide support during a voluntary placement of approximately six months within a RISE substance misuse service within the borough of Ealing. Ongoing support from the Volunteer and Peer Mentor Coordinator will be provided along with regular line management support from a designated line manager within your placement.

Progression will be regularly monitored and reviewed with the coordinator and line manager and a final review will be held at the end of the six month period - placements can then be reviewed and then completed/continued as appropriate.

Peer mentors will have access to ongoing training opportunities from CRI and RISE's partner agencies. At the end of their placement, they may decide to apply for a RISE volunteering position, or undertake further training and professional development, either of which *can*\* potentially progress into paid employment.

In short, the peer mentoring programme offers personal and professional development opportunities for those who wish to work in the substance misuse field.

\*We cannot guarantee work in the field for anyone in any voluntary position. However volunteering with RISE (or elsewhere in the drug and alcohol sector) will provide relevant experience and training opportunities that may help support individuals in finding employment.

## What exactly do peer mentors do?

The specific activities that peer mentors carry out depends on the needs of the service at the time they're volunteering, generally include:

- Welcoming new service users into a service and explaining what is available
- Advocating for clients and helping them to obtain benefits
- One-to-one encouragement and listening support
- Facilitating peer led groups, i.e. SMART Recovery
- Providing extra support when a service user is going through a difficult time
- Escorting service users to appointments and supporting them with these
- Providing basic harm reduction advice and signposting to services
- Promoting aftercare services, education, training and employment opportunities
- Developing user involvement within services
- Liaising with clients who have 'dropped out' and supporting them to re-engage

As with any role in this field there is an element of administration and all peer mentors are expected to learn how to run the reception desk. However, the role of a peer mentor is to work with service users, so the role will not be focused around filing or typing letters.

There is a full role description at the back of this pack that provides more information.

## What are the benefits of the peer mentor programme for our service users?

As we've already mentioned, many service users aspire to give something back to services once they have achieved stability in their own recovery. This in itself is one reason for us to run the peer mentoring scheme. But there are more instantaneous benefits for current service users.

These include:

- having a live example of visible recovery in their services, selling the benefits of working towards abstinence and showing service users what its possible for them to achieve
- someone available to help them with registration forms and other paperwork
- access to support around non-treatment options that may be linked to the service users' recovery (e.g. benefits claims, dealing with bills, etc)
- access to peer advocacy support
- access to peer led aftercare support
- access to information and encouragement about constructive local leisure and recreational activities
- support during parts of the treatment process that the service user might find nerve-wracking (e.g. assessment)

## What skills and qualities do peer mentors need to have?

Applicants for peer mentoring should be:

- able to demonstrate stability in personal alcohol or substance misuse issues;
- abstinent from all illegal substances;
- ready to participate. This will include being motivated, demonstrating good time-keeping skills, reliability, the ability to concentrate and work well with others;
- able to understand issues around drug/alcohol use and related health issues and have an openness to continually broaden and be challenged in your understanding;

- able to demonstrate a non-judgmental attitude and show awareness of discrimination and of appreciating the value of diversity;
- able to demonstrate commitment to developing knowledge and experience of working in the drug/alcohol field;
- able to complete of initial training with consistence attendance;
- able to demonstrate willingness to reflect on your own practice;
- able to maintain and respect confidentiality; and
- able to demonstrate good verbal and written communication skills.

## What training is there for peer mentors?

Many peer mentors enter the programme as a first step into a career in the drug and alcohol treatment field and we are committed to supporting you in this. We therefore offer an extensive training course in order to prepare you for the role.

The following topics are covered in the raining programme (subject to change regionally based on feedback). The programme runs over an eight weeks period; two days per week, 9.30am to 4pm. Self-reflective study time is built into the programme and participants are required to prepare written evidence of their learning following each training day.

- Unit 1 - Mentoring skills
- Unit 2 - Boundaries and Confidentiality
- Unit 3 - Developing group and teamwork communication skills
- Unit 4 - Developing learning skills
- Unit 5 - Developing own interpersonal skills
- Unit 6 - Understanding child protection theory
- Unit 7 - Introduction to drug awareness
- Unit 8 - Introduction to alcohol awareness
- Unit 9 - Developing Leadership skills
- Unit 10 - Understanding conflict resolution
- Unit 11 - Understanding prejudice and discrimination
- Unit 12 - Improving assertiveness and decision making skills
- Unit 13 - Building a personal skills portfolio
- Unit 14 - Personal career preparation
- Unit 15 - Preparing for a recruitment interview

Each unit is approximately one day of training, plus a little independent study if necessary.

Satisfactory completion of all units enables trainees to gain a level 2 qualification in Peer Mentoring Skills, accredited by the Open College Network (OCN)\*. If fewer units are completed, trainees may instead be entered to gain a certificate or an award (in 'Progression') from OCN, depending on the number of units submitted.

We also accept trainees onto the course who do not wish to gain the qualification, but simply wish to access a peer mentoring placement. These trainees will not have work submitted to OCN, but will receive an in-house certificate upon successful completion of the training and if assessed to have the skills necessary to move forward into placement.

Further training alongside staff and other types of volunteers can then be accessed when in placement, subject to suitability and availability.

\*Provided that RISE has in place an assessor at the time of training. Details will be given at interview and/or on day one of training.

## What else should I know about peer mentoring placements?

The placement will start no more than one month after completion of the training, allowing you some time off if necessary. If manageable for both you and the service, the placement can begin pretty much immediately.

Peer mentors will have their office base in one of our treatment hubs, based in either West Ealing or Southall, but duties may take you all over the borough of Ealing including to the RISE Abstinence Hub (in Hanwell), RISE Social Club (West Ealing) or to any satellite locations. There may also be the need to travel outside of the borough for special projects or for training. All travel costs will be covered by the service, on receipt of proof of expenditure.

All peer mentors are required to offer at least one day per week, but preferably two or more. This will enable you to get the most from the placement and progress sufficiently in a reasonable amount of time.

Initial meetings will be arranged between peer mentors, the hub manager and the VPMC to agree the nature of their duties and a placement contract.

A named staff member (the 'volunteer manager') within the placement will provide you with ongoing support and supervision. Supervision will be regular, with frequency depending on the number of days per week you offer, but will be *at least* once monthly.

A mid-placement review will take place after 3-4 months. This will explore your progress to that point and your readiness for any proposed next steps.

In addition to supervision from the volunteer manager, support from the RISE management team will be available where necessary and day-to-day support can be sought from any member of staff. Regular peer support meetings will be chaired by the VPMC, so that support can be sought from other peer mentors in the borough and/or surrounding area.

If you decide to move on from peer mentoring, whether it be into paid or voluntary work, we can also provide a reference to support you with this.

Peer mentors generally do not have access to clients' paper or electronic files.

# Peer Mentor (volunteer):

## Role Description



**Location:** West Ealing, W13 9BP  
**Commitment:** Training: Mon & Tues for 8 weeks; 10am-4pm  
Placement: 1-2 days per week, during office opening hours (see below)  
**Responsible to:** Appointed volunteer line manager (staff member), allocated on recruitment of volunteer

### About us

RISE is a borough-wide drug and alcohol recovery service working with people throughout their treatment journey; from engagement, through to treatment, prescribing to aftercare. RISE offers a wide range of interventions to Ealing residents, over 18, their families and partners who are experiencing difficulties with drug or alcohol use.

RISE has two hubs for service users who are currently using substances. There are the Central Hub, based in West Ealing and the West Hub, based in Southall. All training will take place at the Central Hub, but placements can be based at either hub. All peer mentors are expected to offer occasional support at locations other than their base hub, such as other RISE premises and community locations.

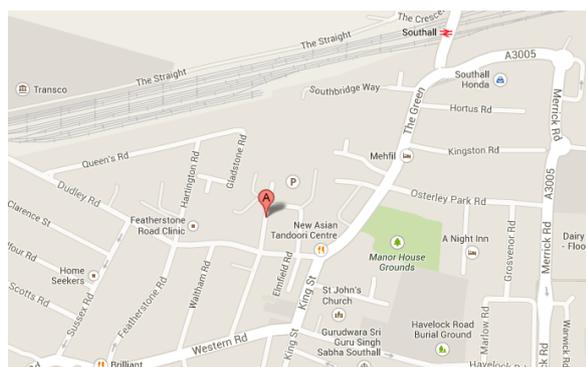
Opening hours for each office (for placements) are:

Monday: 9am-5pm  
Tuesday: 9am-5pm  
Wednesday: 9am-5pm (9am-7pm in Southall only)  
Thursday: 9am-5pm (9am-7pm West Ealing only)  
Friday: 1pm-5pm

**Central Hub, 103 Broadway,  
West Ealing, W13 9BP**



**West Hub, 3-4 Featherstone Terrace,  
Southall, UB2 5AL**



### Purpose of the role:

The Peer Mentor will bridge the gap between service reception and service delivery, modeling visible recovery to current service users and encouraging them to engage effectively in treatment. The role will be mostly waiting-room based, with optional involvement in service user events across the borough of Ealing.

*(continued on next page)*

### **Main tasks will include**

- Helping to create a welcoming environment for all our service users
- Occasional reception duties
- Assisting with Service User Meetings in the borough of Ealing
- Welcoming service users accessing our services
- Offering support to service users entering treatment and during assessment
- Assisting service users with paperwork, where practical
- Assisting with day to day office duties such as answering the phone, supporting the team with administration and comprehensive recorded keeping
- Supporting clients with making difficult phone calls
- Supporting the office manager with regular premises inspections and supporting the process for developing premises fit for recovery

All peer mentors must also attend regular supervision and attend regular training provided by RISE, CRI or partnership agencies, as agreed with your line manager, project manager or the volunteer and peer mentor coordinator

### **Skills/qualities needed**

- Ability to communicate clearly and effectively
- Understanding of the issues and willingness to work with the client group
- Basic computer and keyboard skills
- Able to respect and maintain confidentiality
- Willingness to attend regular supervision and undertake work related accreditation
- Willingness to complete induction training and then participate in regular training and development opportunities

### **What you can expect**

- Volunteer induction into RISE
- Instruction, guidance and support to carry out your role effectively
- Reasonable travel and lunch\*\* expenses reimbursed
- A friendly environment and a rewarding experience

\*\*on volunteering days of five hours or more. Lunch is provided during training.

**Recruitment procedure:** Informal interview, two references and a successful DBS check

## How do I apply?

Simply complete and return the application at the back of this pack. We'd also appreciate if you would complete the diversity monitoring form, which will be processed separately from your application form and will not impact on whether you are considered suitable for volunteering

Things to note:

- Two written references are required. Where applicable (i.e. if attendance in services in has been within the past year), one of these references should be from your previous substance misuse support worker, attesting to your readiness to take on this programme.
- A Disclosure and Barring Service (DBS, formerly known as CRB) disclosures will be required before the placement begins. The application for this will be done during the training period, with support from the VPMC. Please be assured that having a criminal record will not necessarily be a bar to participation on the programme.

## What if I have questions?

If you have any questions or require further information please contact:

Volunteer and Peer Mentor Coordination Team  
RISE Central Hub  
99-103 Broadway  
West Ealing  
W13 9BP

Tel: 020 8567 4772 or 07889 075 716

Email: [ealing.volunteering@cri.org.uk](mailto:ealing.volunteering@cri.org.uk)

Volunteer and Peer Mentor Coordinator: Carrera-Leigh Dix  
Volunteer Programme Assistant: Yemi Medeyinlo  
Peer Mentor Training Assistant: Matt Webster

# Peer Mentoring Registration Form



Contact details for the Volunteer and Peer Mentor  
Coordination Team:

Email: [ealing.volunteering@cri.org.uk](mailto:ealing.volunteering@cri.org.uk)

Telephone: 07889 075716/020 8567 4772

## Personal Details

Title		Surname		First Name	
Street Address					
Town/City		Postcode			
Telephone		Mobile			
Email					
In order to comply with recent amendments to the Immigration, Asylum and Nationality Act 2006 all candidates of non-EU countries are required to have a work permit to take up unpaid voluntary work in the UK. If applicable, do you have permission to do voluntary work?					

## About You

In this section you don't need to supply lots of information, simple bullet points will be fine. It's just to give us a quick idea of why you're interested, ahead of the interview stage.

Why would you like to be a peer mentor with Ealing RISE?

What skills or qualities do you think you could bring to the role?

When are you available to volunteer (days/times) and how often? We generally ask that peer mentors are available two days per week.

Please give details of any support needs you have. Or feel free to contact the Volunteer and Peer Mentor Coordinator to discuss them.

## Referees

Please provide the names and contact details of two people who can supply written references for you. **Ideally they should be someone who knows you professionally rather than personally**, for example: RISE/other key worker, employer (or someone who knows you through volunteering) or job centre advisor, social worker.

If you're unsure about who to list, please contact the Volunteer and Peer Mentor Coordinator for advice.

### Referee 1

<b>First Name</b>		<b>Surname</b>	
<b>Address</b> <small>Including postcode</small>		How do you know this person? How long have you known this person?	
<b>Email</b>		<b>Telephone</b>	

### Referee 2

<b>First Name</b>		<b>Surname</b>	
<b>Address</b> <small>Including postcode</small>		How do you know this person? How long have you known this person?	
<b>Email</b>		<b>Telephone</b>	

## Criminal Record Check

The peer mentor role will require a criminal record check (DBS). If your application is successful, we will ask you at interview stage to make a written declaration of any unspent criminal convictions, cautions, reprimands or warnings. **Having a criminal record will not necessarily prevent you from volunteering with us**, as we consider each application on an individual basis looking at the date and nature of the offence.

## Emergency Contact Details

Please fill in these details so in the event of an accident or emergency, Ealing RISE can notify the appropriate person.

<b>Emergency Contact Name</b>	
<b>Emergency Contact Number</b>	

## Declaration

In accordance with the Data Protection Act 1998, the information provided on this form will be used in the recruitment and selection of peer mentors and may be disclosed to all those who need to see it. It will also form the basis of the confidential peer mentor record.

I confirm that any information given is correct.	<b>Signed</b>		<b>Date</b>	
<b>Relationship of this person to you</b>				

## Equal Opportunities Form

RISE is committed to equality of opportunity in every aspect of its work. The data collected from this form helps RISE to monitor the success of its Equality and Diversity policy. **Please note this form is completely anonymous and all information is confidential.**

Please answer each of the following criteria by marking which category best describes you.

<b>Gender:</b>	Male <input type="checkbox"/>	Female <input type="checkbox"/>	<b>Do you consider yourself to have a disability?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>Age range:</b>	18 -24 <input type="checkbox"/>	25 - 34 <input type="checkbox"/>	35 - 44 <input type="checkbox"/>	45 -54 <input type="checkbox"/>	55 -64 <input type="checkbox"/>	65 + <input type="checkbox"/>
<b>Employment Status:</b>	Student <input type="checkbox"/>	Employed <input type="checkbox"/>	Self-employed <input type="checkbox"/>	Unemployed <input type="checkbox"/>	Retired <input type="checkbox"/>	
<b>How would you describe your ethnicity?</b>	<b>Black or Black British</b> <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other black background			<b>White</b> <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Any other White background		
<b>Asian or Asian British</b> <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Any other Asian background	<b>Mixed</b> <input type="checkbox"/> White & Asian <input type="checkbox"/> White & Black African <input type="checkbox"/> White & Black Caribbean <input type="checkbox"/> Any other mixed background			<b>Other Ethnic group</b> <input type="checkbox"/> Chinese <input type="checkbox"/> Any other ethnic group <input type="checkbox"/> I do not wish to disclose my ethnic group		
<b>Please indicate your religion or belief.</b>						
<input type="checkbox"/> Atheism	<input type="checkbox"/> Buddhism	<input type="checkbox"/> Christianity				
<input type="checkbox"/> Islam	<input type="checkbox"/> Sikhism	<input type="checkbox"/> Other:				
<input type="checkbox"/> Judaism	<input type="checkbox"/> Hinduism	<input type="checkbox"/> I do not wish to disclose my religion/belief				
<b>Please indicate your sexuality.</b>						
<input type="checkbox"/> Lesbian	<input type="checkbox"/> Bisexual	<input type="checkbox"/> Other:				
<input type="checkbox"/> Gay	<input type="checkbox"/> Heterosexual	<input type="checkbox"/> I do not wish to disclose my sexuality.				
<b>How did you hear about volunteering at Ealing RISE?</b>						
<input type="checkbox"/> Current volunteer/employee	<input type="checkbox"/> Other word of mouth	<input type="checkbox"/> CRI/Ealing RISE Website				
<input type="checkbox"/> Volunteer Centre	<input type="checkbox"/> Charityjob website	<input type="checkbox"/> Do-it Website				
<input type="checkbox"/> University/College	<input type="checkbox"/> Other:					