

## Position Description

### Position Details

Position Title:	Volunteer Peer Support Coordinator
Reports to:	Community Programs Manager
Position Type:	Part time volunteer role
Location:	Located in our Sydney office

### Why work for JDRF?

JDRF has a clear and simple mission – to accelerate life-changing breakthroughs to cure, prevent and treat T1D and its complications.

### Main Purpose

The purpose of this role is to coordinate the State based volunteer network of Volunteer Peer Support Mentors who provide one-on-one support and assistance to members of the type 1 diabetes community particularly to newly diagnosed individuals and families.

This is a volunteer role that requires individuals to work from the JDRF office during office hours on an ongoing, regular basis for a minimum period of 2 years.

### Key Roles and Responsibilities

- Build sound, honest and valuable relationships with peer support volunteers and JDRF staff and work within a team.
- Coordinate state based volunteer network by communicating assignments to volunteers and following-up on progress to ensure program's effectiveness and transparency through effectively utilising JDRF's database.
- Highlighting recruitment needs and assisting with the recruitment process of new volunteers.
- Support volunteer recognition initiatives
- Providing non-judgemental support through your personal understanding of the physical and mental implications of being diagnosed with type 1 diabetes.
- Manage and nurture relationships with the type 1 diabetes community by accepting people's different reactions to diagnosis, respecting people's feelings and assessing and understanding their needs.
- Balance sharing personal experiences, while listening to others.

### Experience

- Experience in living with type 1 diabetes

### Knowledge

- Genuine understanding of and belief in JDRF's work and mission to accelerate life-changing breakthroughs to cure, prevent and treat T1D and its complications.
- Clear understanding of the JDRF Peer Support Program

## **Skills**

- Excellent relationship building skills
- Excellent communication skills; written, oral and auditory, plus confident telephone manner
- Intermediate MS Office skills including Outlook
- Compassion
- Be solution driven rather than problem focused

## **Behaviours/Attributes**

- Commitment to reducing isolation amongst the newly diagnosed
- Ability to take responsibility and exercise sound judgement.
- Ability to receive instruction positively and execute successfully with limited supervision.
- High level of attention to detail and accuracy.
- Flexible and adaptable in a changing environment.
- Quickly learns new technology and processes.
- A proactive approach to minimise errors and increase efficiencies.
- Ability to manage supportive internal and external relationships.
- Undertake all work in a safe and compliant manner by adhering to all company policies, including workplace health and safety procedures.
- Personal motivation and affinity with the JDRF mission.
- Professionalism, including taking accountability for work outcomes.

## **Compliance Requirements**

- Role holders are required to complete and pass a JDRF police check process and sign a Confidentiality Agreement in advance of being appointed, and will be required to repeat this process during their tenure.
- Role holders do not need a medical background as medical advice must not be provided whilst undertaking this role.