

Position Description

Position Details

Position Title:	Volunteer Peer Support Mentor
Reports to:	Community Programs Manager
Position Type:	Part time volunteer role
Location:	Home based (after training)

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 these roles is to provide one-on-one support and assistance to members of the type 1 diabetes community, particularly to newly diagnosed adults and families, via phone and email.

The role holder is required to commit to undertaking this role on a regular schedule for an initial period of 2 years.

Key Roles and Responsibilities

- Build sound, honest and valuable relationships via phone, email and face-to-face with people and families who are newly diagnosed with type 1 diabetes.
- Give 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.
- Seek regular contact with JDRF staff and other volunteers to ensure program's effectiveness and transparency.
- Balance sharing personal experiences, while listening to others.
- Follow through with all agreed commitments and manage tasks independently and effectively while balancing personal and other work commitments.
- Understand and consistently promote JDRF Values – Passion, Integrity, Teamwork, Commitment, Excellence, Respect and Empathy.

Experience

- Experience in living with type 1 diabetes
- Working flexibly and unsupervised from home with regular access to phone and internet

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
- Compassion
- Be solution driven rather than problem focused
- Intermediate MS Office skills including Outlook

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.
- A reference from a Health Care Professional (registered health care professional who has regular contact with applicant regarding type 1 diabetes) that meets JDRF requirements.