

## Peer Worker - Role Description (June 2022)

The role is intended to support the delivery of our drop-in services in the following ways:

- Outreach to engage local residents wanting to be better off or at risk of debt and rent arrears
- A meet and greet service to visitors attending a drop-in session.
- Peer support for visitors signposting specialist advice, money help, job search and welfare info
- Peer support with computer-based activities where visitors lack the necessary I.T. skills.

### Responsible to:

- Service Coordinator/Team Leader

### Duties

- Complete 3 Bs money workshop and 7 Signs employment workshop, Clean Slate's employer induction
- Attend induction and any subsequent training as required by the Service Coordinator/Team Leader
- Maintain confidentiality and abide by Clean Slate's Code of Practice at all times
- Take basic details of enquirers, including how they found out about our service, and book appointments
- Register residents on Advice Pro customer database and signpost to local services
- At drop-in, assist initial enquirers to find out more about what Clean Slate offers
- Guide visitors where they lack IT skills, signposting appropriate online support
- Refer to the Service Coordinator/Team Leader or external partners for more specialist help
- Record information of every contact, including phonecalls, face to face meetings, emails, text messages and voicemails, on Advice Pro
- Help cover office phone, take messages and pass the information on to the relevant member of staff
- Support financial capability and employability workshops

### Providing peer support

You will receive training in providing peer support, however, please consider these points:

- Peer support aims to enable visitors to be more able to help themselves – do not offer to carry out tasks they could do themselves
- Offer advice in a way that cannot be perceived as telling someone what they must do
- If, due to urgency or distress, you need to do something on behalf of a member (e.g. make a phonecall, discuss their case with another worker), ensure you have the member's agreement first

- We ARE NOT a specialist advice agency and do not offer advice on benefits or immigration, for example. Instead, please refer clients to an agency that does