

Peer Worker - Role Description

The role is intended to support how we deliver drop-in services at local Quids In Centres through:

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

Responsible to:

- Service Coordinator

Duties

- Complete a 3 Bs money skills or 7 Signs job-hunting workshop
- Attend induction, any further training or meetings as required by the Service Coordinator
- At drop-in, assist initial enquirers to find out more about what Clean Slate offers
- Take basic details of enquirers, including how they found out about our service, and book appointments
- Register attendees and record their progress on our customer database ('Upshot')
- Record information of every contact, including phonecalls, face to face meetings, emails, text messages and voicemails, on Upshot
- Helping attendees find the right online support, guiding them through if they lack IT skills,
- If they need more specialist help, refer them to the Service Coordinator or external partners
- Help cover office phone, take messages and pass the information on to the relevant member of staff
- Hold personal details in confidence and abide by Clean Slate's Code of Practice at all times
- Support money skills and job-hunting workshops

Providing peer support

You will receive training to become a great Peer Worker, however, please consider these points:

- Peer support aims to enable attendees 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 an attendee (eg, make a phonecall, discuss their case with another worker), ensure you have the attendee'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