



Pentreath is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

Pentreath take care when producing job descriptions to ensure that essential requirements are justified to a specific role and do not unfairly disadvantage candidates.

JOB DESCRIPTION	
ROLE	Volunteer Peer Mentor
PROJECT	Recovery College Cornwall which forms part of Pentreath's Recovery Service
RESPONSIBLE TO	<ul style="list-style-type: none"> Recovery College Peer Mentor Worker Recovery College Team Coordinator
ISSUE DATE	August 2025
ROLE PURPOSE	<p>Volunteer Peer Mentors are members of the Recovery College team who use their lived experience of mental ill health to co-facilitate Recovery College sessions.</p> <p>We recognise that there is no better person to support the path towards recovery than someone who has walked the same path and overcome some of the challenges of recovery from mental ill health.</p> <p>Within the boundaries of the role, Volunteer Peer Mentors share their own valuable experiences of how they overcame any obstacles to achieve their own goals and how they continue to move forward in their journey, offering inspiration to others.</p>
KEY TASKS OF ROLE	<ol style="list-style-type: none"> Support in delivery of mental health and wellbeing recovery courses Build professional, trusting and collaborative relationships with colleagues and learners Be supportive and encourage learners Promote good practice and remain focused on the Recovery College model Work alongside Community Trainers and Peer Mentor Worker in the set-up, resourcing and facilitation of agreed areas of sessions Share lived experience in an appropriate way for the benefit of the learners and within the boundaries of your role and policies of Pentreath Always maintain a friendly manner and professional boundaries Provide encouragement to learners in an empathic and non-judgemental manner Keep a positive and enthusiastic attitude when working with learners Be responsible for letting Community Trainer know when available/not available Be prompt and reliable Ensure that any project expenses are agreed beforehand and kept to a minimum Remain compliant with mandatory training With supervisor, identify own training and development needs Attend regular supervisions

ELIGIBILITY TO APPLY	<ul style="list-style-type: none"> ▪ Must be 18 years or older; this is due to direct interaction with vulnerable individuals and reflects the minimum age of learners on Recovery College courses ▪ Must have attended a Recovery College course to have an understanding of course delivery
YOUR COMMITMENT	<p>Applying to become a Volunteer Peer Mentor at Pentreath means willingly giving time to work as an unpaid member of staff, within the Recovery College team, to support the learner experience.</p> <p>The commitment required:</p> <ul style="list-style-type: none"> ▪ Attend volunteer induction day on 2nd Dec 2025 9.30am to 4.00pm ▪ Attend mandatory face to face training on 8th and 10th Dec 2025 9.30am to 4.00pm ▪ Complete online e-learning and read policies (in agreed working hours) ▪ Attend bespoke Volunteer Peer Mentor Training on dates to be confirmed in Jan 2026 ▪ Co-facilitate courses for up to 9 months ▪ Work a minimum of 3-4 hours (or one session) to a maximum of 15 hours per week
LOCATION OF COURSES	Courses are run from various locations across Cornwall. You would be asked your preferred location and hours per week at interview.
TRAVEL MOBILITY	<p>It is a condition of volunteering that the role holder can exercise satisfactory travel mobility to fulfil the obligations of the role which includes travel to attend induction, training, team meetings and co-facilitation of courses at agreed locations.</p> <ul style="list-style-type: none"> ▪ Full driving licence, access to and use of a vehicle insured for work purposes <p>OR</p> <ul style="list-style-type: none"> ▪ Able to use public transport independently
EXPENSES	Expenses can be claimed for your commute for work purposes
PENTREATH ACCOUNTABILITIES	
<p>Values</p> <p>All employees and volunteers will always actively and positively demonstrate Pentreath's values.</p> <p>Equality, Diversity and Inclusion</p> <p>Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered.</p> <p>Client Experience</p> <p>Drive to continually improve client satisfaction and maintain a clear and consistent focus on delivering outstanding client experience.</p> <p>Information security and governance</p> <p>Manage information in line with Pentreath's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance.</p> <p>Safeguarding</p> <p>Maintain awareness of Pentreath policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures.</p> <p>Health, Safety and Wellbeing</p>	

Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with Pentreath policy and procedures.

WHY VOLUNTEER?

PERSONAL DEVELOPMENT	<ul style="list-style-type: none"> ▪ Gain invaluable work experience in a well-respected organisation ▪ Use your own lived experience to help make a difference to others ▪ Receive quality training and develop new skills ▪ Be a valued member of a team
PENTREATH MANDATORY TRAINING	<p>Face to face training</p> <ul style="list-style-type: none"> ▪ Health and Safety ▪ Personal Safety and Professional Boundaries ▪ Safeguarding ▪ Mental Health First Aid <p>E-learning</p> <ul style="list-style-type: none"> ▪ Mental Health Awareness ▪ Fire Awareness ▪ Equality, Diversity & Inclusivity ▪ Preventing Radicalisation
BESPOKE VOLUNTEER PEER MENTOR TRAINING	<p>Session 1</p> <ul style="list-style-type: none"> ▪ Understand the Peer Mentor role ▪ Understanding how we can work to Pentreath values ▪ Understand facilitation skills <p>Session 2</p> <ul style="list-style-type: none"> ▪ Understand your own strengths and learning style ▪ Be aware of the importance of inclusion ▪ Be aware of ways to create an enabling environment ▪ Understand the importance of keeping feedback developmental ▪ Understand how you may feel in the 'stretch zone' ▪ Feel prepared to create a 10-minute presentation <p>Session 3</p> <ul style="list-style-type: none"> ▪ Give a 10-minute presentation on a subject of your own choosing ▪ Give and receive developmental feedback ▪ Reflect on your journey so far

VOLUNTEER RECRUITMENT

TRAUMA INFORMED PRACTICE	Our client group live with mental ill health and emotional difficulties, including complex needs, trauma, crisis and suicide. We recognise that that trauma is common and that people accessing services and people delivering services may be affected by trauma. Please read the Trauma Informed Workforce readiness consideration sheet, which is enclosed in the application pack.
APPLICATION	Recruitment for volunteers follows Pentreath's Safer Employment Policy, which is enclosed in the application pack.

	This will include completion of the application form, shortlisting and interviews.
DBS	Successful candidates will be required to complete an Enhanced Disclosure and Barring Service (DBS) check.
REFERENCES	All offers of volunteering are conditional upon receipt of two references which are satisfactory to Pentreath.
FIRST DAY	<p>Start date 2nd Dec 2025 - 9.30am to 4.00pm</p> <ul style="list-style-type: none"> ▪ Attend Pentreath induction at Summercourt or Harrison House in Threemilestone ▪ Volunteer Handbook ▪ Minimal paperwork to complete ▪ Health and Safety training ▪ Expenses briefing ▪ Meet a staff rep
DECEMBER 2025	<ul style="list-style-type: none"> ▪ Attend Harrison House to complete training on 8th and 10th Dec 2025 ▪ Complete 5 hours of online e-learning and spend time reading policies (only to be done during agreed working hours) ▪ Sign and return policy agreement form
JAN 2026	Attend 3 sessions of bespoke volunteer peer mentor training (days/dates/times TBC)
JAN / FEB 2026	Start co-facilitating with a Community Trainer 😊

Person Specification

	Essential Criteria		Desirable Criteria	
Knowledge	A	Importance of equality, diversity and inclusion	a	Good educational background
	B	Need for confidentiality	b	Key aspects of safeguarding
	C	Need for implementing and maintaining professional boundaries	c	
	D	Value of providing learners with the tools to keep themselves well during recovery from mental ill health	d	
	E	Value of volunteering	f	
Skills	F	Ability to follow legal, ethical, professional and organisational policies/procedures and codes of conduct		
	G	Basic computer literacy		
	H	Build rapport and maintain positive relationships		
	I	Confidence to co-facilitate groups of learners		
	J	Demonstrate resilience and initiative		
	K	Empower others		
	L	Excellent communication and interpersonal skills		
	M	Highly self-motivated and passionate		
	N	Non-judgemental, empathetic attitude		
	O	Positive, proactive and creative approach to work		
	P	Punctual and reliable		
	Q	Willingness to learn and develop, by self and with supervisor		
	R	work independently and as part of a team		
Experience	S	Lived experience of mental ill health and emotional distress		
	T	Current Pentreath client		

Other requirements	U	<p>Full driving licence, access to and use of a vehicle for work purposes</p> <p><u>OR</u></p> <p>Able to use public transport independently</p> <p>It is a condition of volunteering that the role holder can exercise satisfactory travel mobility to fulfil the obligations of the role which will include travel to attend Induction, face to face training, team meetings and support at the Pentreath office in Summercourt (when needed). For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.</p> <p>If using a vehicle for work purposes you will need to provide evidence of the following: a full driving licence, insurance with business use, vehicle road tax status and current MOT certificate for vehicles over 3 years old.</p>		
--------------------	---	---	--	--

This job description will be subject to annual review and amended as appropriate to meet the changing needs of Pentreath Ltd.