



wellspring

## Volunteer Role Description

Job Title	Peer Support (Via Phone)
Department	Programming
Supervisor	Centre Manager
Revision Date	September 2021

### Purpose of Position

The primary duty of Peer Support Volunteers is to provide support to Wellspring members. They offer information based on their own “lived” experience as a cancer survivor or as a caregiver as it pertains to our individual members. They also offer information about programs and services offered by Wellspring and resources in the greater cancer community.

Peer Support Volunteers are the point-of-entry to Wellspring and guide/direct the selection of programs based on a combination of the needs, interest, time, and energy of the member depending on where they are at in their cancer being experienced, (e.g., newly diagnosed, or post-treatment). Through check-in phone calls Peer Support Volunteers assist Wellspring members in finding, then transitioning, to phase-appropriate programming and, ultimately, to transition into community programming when they are ready to step away from Wellspring.

### Key areas of responsibility

- a) Provide a warm and reassuring welcome to our members.
- b) Provide confidential emotional and support to patients or their family members.
- c) Listen in an empathetic manner to the members’ circumstances and experiences with cancer.
- d) Help normalize feelings and experiences through reassurance and sharing information about common responses to the diagnosis of cancer.
- e) Share information about their own lived experience when appropriate.
- f) Offer tips and strategies related to their lived cancer journey as a point of reference but, not prescriptive in nature. This may include scheduling daily activities to best manage fatigue, or ways to prepare or serve foods to help maximize nutrition intake during treatment.
- g) Share information of Wellspring’s programs and services.
- h) Using the navigation tools, guide the new member in the selection of programs based on a combination of the needs, interest, time, and energy.
- i) Assist members in registering for programs or accessing services via our on-line registration system.

### Qualifications / Knowledge

To qualify as a Peer Support Volunteers, individuals must:

- a) Be 18 years of age or older.
- b) Have a lived experience as a cancer patient or the caregiver of a cancer patient.

- c) be post-treatment and no longer be using Wellspring programs for their cancer support needs.
- d) provide an acceptable Police Record Check including a Vulnerable Sector Check. (Paid for by Wellspring Calgary.)
- e) have knowledge of Wellspring programs, mission and vision.

### **Commitment**

- a) 2-4 hours / week

### **Training**

#### Mandatory:

- a) Wellspring Peer Support Training – Provided – combination of on-line and at home modules must be completed before volunteering.
- b) 2 References – one work related and one personal.
- c) Orientation via Zoom with Centre Manager or Designate
- d) Buddy Shifts (3 minimum) – upon return to Centres
- e) Attend Peer Support bi-monthly meetings regularly.

#### Optional:

- a) Ongoing in-service training
- b) Program Samplers: ongoing in-service training