



HAIL Peer Support Service

‘Our Peer Support Volunteers are fully trained with lived experience of mental ill health who complement our support services, offering one to one social, emotional and practical supports to our tenants and clients’.

Welcome!

About

The Housing Association for Integrated Living (HAIL) was founded in 1985 as a non-profit voluntary organisation. HAIL provides exceptional quality social and affordable rented accommodation for people from local authority housing waiting lists, primarily those with mental health difficulties.

HAIL has a dedicated team of community based Mental Health Tenancy Sustainment Workers who provide individually tailored services to support people with mental health difficulties to integrate and live independent lives in the community.

PEER SUPPORT VOLUNTEERS – ROLE DESCRIPTION

Role Summary

We have an exciting new opportunity for Peer Support Volunteers (PSV's) to work collaboratively with our Peer Support Volunteer Coordinator to support HAIL tenants and clients in their mental health, assisting them in their recovery and enabling them to regain their independence through mutual support, listening, time and social connection.

Main Tasks and Responsibilities

As part of their duties, Peer Support Volunteers will:

- Provide 1-1- support to tenants and clients in achieving their goals through emotional, practical and social support.
- Co-facilitate peer support social groups alongside another peer volunteer.
- Share their own experiences of recovery from mental health with tenants and clients to support their own recovery journey.
- Encourage tenants and clients to engage in peer-led social groups and activities.
- Maintain accurate records of all contacts with tenants and clients.
- Participate in training activities and meetings including supervision as required.
- Uphold HAIL's Code of Practice, confidentiality and equalities policies.

Peer Support at HAIL

Peer Support Volunteers have been offering support to HAIL tenants and clients in the community since 2016 and it is continuing to grow and develop. Peer Support Volunteers complete in-house training to support them in offering one-to one social, emotional or practical support and offer on average 4-6 hours per week of their time to HAIL.

“Our meetings were the reason I looked forward to Mondays. She helped me stay strong and I will always be grateful to her for that”. - Tina, HAIL tenant who used the Peer Support service.

Peer Support at HAIL (continued)...

Peer Support Volunteers hold the hope of recovery as a positive process that is forward focused, acknowledges individual strengths, and enhances individual's well-being. Recovery is recognised as different for each individual and therefore is never rigidly defined or forced on individuals.

Peer Support Volunteers (PSV's) have gone through a process of recovery and wish to use this experience in a positive way to support other people with mental health issues as part of their recovery process.

What HAIL can offer Volunteers

- Training, regular support and supervision.
- Develop your knowledge and understanding of mental health issues.
- Strengthen your communication skills.
- Out of pocket expenses such as mobile credit.
- Help to access further training opportunities.
- You will be valued and welcomed into a skilled and experienced team. Co-production with staff will be a priority.
- Rewarding work contributing to someone's life by offering support at a crucial time in a person's life.
- Volunteering with us can improve your CV.
- We can offer you a reference.



Our mental health support to clients was rated as our key area of strength by stakeholders

Stakeholders said they would like to work more closely with HAIL, working on joint projects or developments



PERSON SPECIFICATION

We are looking for Peer Support Volunteers who have:

- Personal experience of recovery from mental health issues.
- An understanding of the power of sharing experiences and the ability to share personal experiences of mental health and recovery in a way that supports, empowers and brings hope.
- An awareness of self-management resources and coping strategies.
- An ability to empathize with others and to form trusting relationships.
- A non-judgemental approach and an ability to maintain appropriate boundaries.
- Good listening and communication skills.
- Proficient in the use of Microsoft Outlook, Excel, Word and PowerPoint.
- An ability to take responsibility for your own self-care and willingness to utilise support and supervision provided by the Peer Support Volunteer Coordinator.
- Reliability and good time keeping.
- Some experience of being in a supportive and enabling role either in a work or voluntary role is desirable but not essential.
- No qualifications are required for this role but if you have any relevant training or qualifications, please do let us know about them.

“During the time she supported me, I lost my father in law. Her kindness and understanding during this time were invaluable”.
- HAIL Tenant who availed of Peer Support Service



ESSENTIAL CANDIDATE INFORMATION

Covid-19 Restrictions:

Following current Government guidance in relation to Covid-19, the Peer Support Service has adapted its support to HAIL tenants and clients through virtual and telephone support to ensure the safety and wellbeing of staff, peer support volunteers and clients. We hope to resume normal operations in the community very soon.

Application Deadline:

Completed Application Forms by email only to steven@hail.ie by **Friday, May 22nd at 2pm**. Unfortunately, applications cannot be accepted thereafter. CV's cannot be accepted.

Volunteer Information Session:

Please note, a Volunteer Information Session will take place online via Zoom on **Wednesday, May 27th from 2pm-3pm** where individual interviews and mandatory training will be outlined to candidates.

Please only apply if you are able to attend the above information session. Interviews and Garda Vetting will be necessary to complete prior to commencing a volunteer role with HAIL.

Further Information:

Please contact, Steven O' Riordan, Peer Support Coordinator on 087 - 096-9707 or email: steven@hail.ie.

Housing Association for Integrated Living
Second Floor, Central Hotel Chambers
7 - 9 Dame Court, Dublin 2
Website: www.hail.ie





Contact Us



+353 1 6718444



info@hail.ie



Housing Association for Integrated Living,
Second Floor, Central Hotel Chambers
7-9 Dame Court, Dublin 2, D02 X452