

Position Description

JDRF Peer Support Coordinator



Title: JDRF Peer Support Coordinator		Division / Business Unit: state based
Reports to: State Development Coordinator	Positions Reporting to Same Manager: Peer Support Coordinator, Peer Support Volunteers	Positions Reporting to this One: n/a
<p>Role Purpose: The purpose of JDRF's Peer Support Coordinator is to coordinate a state based volunteer network with Peer Support Volunteers to provide one-on-one support and assistance to members of the type 1 diabetes community particularly to newly diagnosed individuals and families. This is a casual volunteer role that requires individuals to work from the JDRF office during office hours on an ongoing, regular basis and is restricted to a three year period.</p>		
<p>Overview of Core Responsibilities: The key responsibilities for this role are as follows:</p> <ul style="list-style-type: none"> • Build sound, honest and valuable relationships with peer support volunteers and JDRF staff and work within a team. • Coordinate state based volunteer network by communicating assignments to volunteers and following-up on progress to ensure program's effectiveness and transparency by working with JDRF's database. • Highlighting recruitment needs and assisting with the recruitment process of new volunteers. • Support volunteer recognition initiatives • Give non-judgemental support through your personal understanding of the physical and mental implications of being diagnosed with type 1 diabetes. • Manage and nurture relationships with the type 1 diabetes community by accepting people's different reactions to diagnosis, respecting people's feelings and assessing and understanding their needs. • Balance sharing personal experiences, while listening to others. 		
<p>Competencies, Skills & Experience:</p> <ul style="list-style-type: none"> • Experience in living with type 1 diabetes • Excellent relationship building skills • Excellent communication skills • Compassion • Be solution driven rather than problem focused • Clear understanding of the JDRF Peer Support Program • Commitment to reducing isolation amongst the newly diagnosed • Genuine understanding of and belief in JDRF's work and mission to find a cure for type 1 diabetes and its complications • Working flexibly and unsupervised from home with regular access to phone and internet 		
<p>Personal Attributes:</p> <ul style="list-style-type: none"> • Personal motivation and affinity with the JDRF mission • Positive attitude living with type 1 diabetes • Professionalism and attention to quality • Innovative and creative approach in building and maintaining relationships • Ability to manage volunteer work in addition to existing commitments • Acceptance of accountability for work outcomes • A belief in customer services – sensing, understanding, predicting, and responding to the needs of newly diagnosed 		<p>JDRF Values – all staff:</p> <ul style="list-style-type: none"> • Passion and professionalism • Teamwork and collaboration • Integrity and honesty • Efficiency and innovation • Commitment and dedication
<p>Application requirements</p> <ul style="list-style-type: none"> • Cover letter or CV addressing the competencies • Reference from Health Care Professional (registered health care professional who has regular contact with applicant regarding type 1 diabetes) • Please note volunteers of the JDRF Peer Support Program undergo a police check. • Please note that JDRF Peer Support Volunteers are unable to provide medical advice nor need a medical background. 		