

Peer Practitioner (Volunteer) - Male

Role description

Organisation: The Muslim Lived Experience Network CIC

Role Type: Volunteer

Location: Hybrid (London-based/remote working)

Time Commitment: 3-7.5 hours per week (minimum), until end of pilot (October 2026), likely to be extended

Reports to: Co-Directors

Start Date: Immediate

About Us

The Muslim Lived Experience Network (mlxn.org.uk) is a lived experience-led organisation committed to supporting individuals experiencing mental health challenges. We offer faith-informed peer support interventions, lived experience-related workshops and events, Islamic talks on mental health related topics, hospital 'Muslim Faith Kits', training, consultation, ad hoc support and signposting.

Our team is made up of dedicated volunteers united by a shared mission to attain the pleasure of Allah (SWT). We strive to achieve this by bringing peer support and lived experience perspectives to our communities - to educate, reduce stigma and improve the quality of life for people living with mental health conditions.

Role Purpose

We are seeking a compassionate and reliable **Volunteer Peer Practitioner (Male)** to provide faith-sensitive, lived experience-informed peer support to individuals via 1:1 telephone sessions.

This role is ideal for someone with lived experience of mental health challenges who is passionate about supporting others in a safe, non-judgemental and empowering way. Alongside delivering peer support, you will contribute to the ongoing development and improvement of our peer support service by sharing feedback, insights and ideas.

All volunteers act as Ambassadors for MLXN and commit to positively promoting the network, its mission, and its work wherever appropriate.

Key Responsibilities

1. Peer Support Delivery

- Provide 1:1 peer support sessions via phone in a safe, empathetic and non-judgemental manner
- Use lived experience appropriately to support, empower and instil hope
- Maintain appropriate boundaries in line with peer support principles and organisational policies
- Offer signposting to relevant services where appropriate



- Accurately document sessions in line with organisational procedures
- 2. Service Development & Improvement**
- Provide feedback on the peer support service to help improve quality and accessibility
 - Contribute ideas to enhance service delivery, processes and resources
- 3. Safeguarding & Compliance**
- Follow safeguarding procedures and escalate concerns appropriately
 - Maintain confidentiality and adhere to GDPR and data protection policies
 - Complete required documentation and reporting accurately and on time
- 4. Personal, Professional & Spiritual Development**
- Attend mandatory training, supervision and reflective practice sessions
 - Engage in continuous learning and self-development
 - Maintain personal wellbeing and seek support when needed
- 5. Ad hoc**
- Support the wider team with relevant tasks where appropriate

Person Specification

Essential Skills & Attributes

- To ensure faith-sensitive practice, we are seeking **male** peers to ensure sufficient same-gender practitioners are available
- Lived experience of mental health challenges and recovery
- Ability to use lived experience safely and appropriately in a peer support context
- Strong listening and communication skills
- Empathy, compassion and a non-judgemental approach
- Ability to maintain professional boundaries
- Reliable, organised and able to manage time effectively
- Comfortable using phone-based communication and basic digital tools
- Understanding of confidentiality, safeguarding and appropriate escalation
- Alignment with the values of a Muslim-led, inclusive organisation
- Passion for mental health and faith-informed approaches

Desirable (but not required)

- Previous experience in a peer support or support-based role
- Training in peer support, counselling skills or mental health awareness
- Familiarity with the needs of Muslim and/or marginalised communities
- Experience contributing to service development or co-production

What You'll Gain

- A meaningful opportunity to support others through shared lived experience
- Experience delivering peer support within a structured, values-led service
- The chance to shape and improve a growing peer support offer
- Personal development in communication, boundaries and reflective practice
- Ongoing supervision, training and support

- Flexible hours within a supportive volunteer team
- A professional reference and volunteer certificate upon completion

Expression of Interest

Please email team@mlxn.org.uk with a summary of why you're interested in this role and how you meet the above person specification.

