

**Job Description:** **Long COVID Peer Support Coordinator**

**Funded by:** **Sirona Care and Health**

**Employed by:** **The Brigstowe Project** – The service will be delivered through The Peer Partnership brand. The Peer Partnership is a trading name of The Brigstowe Project. All references refer to the terms and conditions of The Brigstowe Project as the employer.

**Responsible for:** **Peer Facilitator Volunteers**

**Location:** The post holder will be required to work flexibly between The Peer Partnership's offices, working from home and other venues across the Bristol, North Somerset and South Glos region

**Purpose of Job:** To work as part of a partnership team (The Peer Partnership and Sirona Care & Health) delivering the services of The Peer Partnership, specifically to:

1. To promote, coordinate, develop, monitor, and evaluate the Structured Peer Support Groups for people living with Long COVID using digital platforms such as Zoom as well as face-to-face.
2. To organise and deliver The Peer Partnership's recently diagnosed workshop sessions across the Bristol, North Somerset & South Glos (BNSSG) area.
3. To work with volunteers, staff, participants, and trustees /senior managers to consider the changing needs of people living with Long COVID and develop services to meet those needs.
4. Encourage, facilitate, and support client involvement in The Peer Partnership, and Brigstowe more widely at local and national events.
5. General duties as outlined below.

<sup>1</sup>The Peer Partnership is a trading name of The Brigstowe Project, and all references refer to the terms and conditions of The Brigstowe Project as the employer.

## **Main Tasks:**

### **1. Structured Peer Support Groups**

- 1.1. Assist with the development of policies, procedures, and training materials for the Structured Peer Support Groups.
- 1.2. Promote the service amongst relevant agencies, forums, and clients in order to recruit potential Peer Facilitators (PF's). This may require giving presentations.
- 1.3. Recruit, interview, and induct new PF's. Ensure that applicants who are not suitable for the PF role are signposted to alternative volunteering opportunities.
- 1.4. Assist with the delivery of the PF's core training.
- 1.5. Coordinate and carry out the ongoing supervision and continuous professional development of PF's (this may include f-2-f and online).
- 1.6. Coordinate, maintain & develop the group peer support referral process including assessing, placing, supporting, and reviewing peer support referrals.
- 1.7. Sustain the contract between each PF and The Peer Partnership that clearly states the remit, responsibilities, and boundaries of the PF role.
- 1.8. Maintain & develop the service agreement with service participants that clearly states the remit, responsibilities, and ground rules of the programme.
- 1.9. Ensure that the project is accessible to the widest range of people using both new technology and practical measures e.g. accessible premises and diverse images in promotional materials.
- 1.10. Risk assess peer facilitated activities and follow best practice guidelines to ensure facilitator and participant safety including, but not limited to COVID safety procedures.
- 1.11. Encourage appropriate participants to consider becoming a PF.
- 1.12. Involve and support peer facilitators in wider project activities including administration, promotion, recruitment, and training delivery.
- 1.13. Stand in for PF's if a PF is unwell or unable to facilitate a group at short notice and no alternative PF is available.

- 1.14. Develop and maintain systems for evaluation of the service including collection of outputs, outcomes, and client / PF's feedback. Continue to develop the service based on the results.
- 1.15. To collaborate with supervisor to develop the service and collect information in such a way as to meet funder targets, evidence the value of the service and maximise the chance of obtaining future funding for the service.

## **2. Recently Diagnosed Workshops**

- 2.1. Assist with the development of policies, procedures, and training materials for the Recently Diagnosed Workshops.
- 2.2. Promote the service amongst relevant agencies, forums, and clients in order to recruit potential Peer Facilitators (PF's). This may require giving presentations.
- 2.3. Recruit, interview, and induct new PF's. Ensure that applicants who are not suitable for the PF role are signposted to alternative volunteering opportunities.
- 2.4. Deliver Recently Diagnosed Workshops, co-facilitated with PFs and medical professionals.
- 2.5. Coordinate with Sirona Health & Care to ensure the provision of medical speakers at events, either in-person or digitally.
- 2.6. Coordinate and carry out the ongoing supervision and continuous professional development of PF's (this may include f-2-f and online).
- 2.7. Coordinate, maintain & develop the workshop referral process including assessing, placing, supporting, and reviewing peer support referrals.
- 2.8. Ensure that the project is accessible to the widest range of people using both new technology and practical measures e.g. accessible premises and diverse images in promotional materials.
- 2.9. Risk assess peer facilitated activities and follow best practice guidelines to ensure facilitator and participant safety including, but not limited to, COVID safety procedures.
- 2.10. Encourage appropriate participants to consider becoming a PF.

- 2.11. Involve and support peer facilitators in wider project activities including administration, promotion, recruitment, and training delivery.
- 2.12. Develop and maintain systems for evaluation of the service including collection of outputs, outcomes, and client / PF's feedback. Continue to develop the service based on the results.
- 2.13. To collaborate with supervisor to develop the service and collect information in such a way as to meet funder targets, evidence the value of the service and maximise the chance of obtaining future funding for the service.

### **3. Project Development**

- 3.1. To collaborate with staff, volunteers, clients, and trustees to consider the changing needs of people with Long COVID. Develop ideas for new services to meet those needs in consultation with all relevant stakeholders.
- 3.2. Attend steering group meetings to update stakeholders on the progress of the project, and undertake agreed actions.

### **4. Client Involvement**

- 4.1. To encourage mentee / facilitator involvement in opportunities offered by The Peer Partnership.
- 4.2. Exchange of information.
- 4.3. Involvement in all aspects of services including promotion, recruitment, training, supervision, and evaluation.
- 4.4. More broad-based activities such as planning and evaluation of service and policy development.
- 4.5. Governance of The Peer Partnership, Brigstowe more widely, and in local authority-wide and national policy developments.

### **5. General**

- 5.1. To collaborate with other staff to carry out appropriate administrative tasks (e.g., logging all activity on client database, word processing, filing) in support of own work and the wider teams.

- 5.2. To participate in regular supervision, staff training and development events and undertake training opportunities to carry out the role in the most effective manner.
- 5.3. To be aware of and adhere to all relevant financial procedures and regulations and to report any discrepancies either on the part of the post-holder or others to the manager immediately.
- 5.4. To safeguard at all times confidentiality of information relating to staff, volunteers and service users. Ensure that all personal data is held in accordance with General Data Protection Regulations.
- 5.5. To work towards promoting equal opportunities and valuing diversity in relation to service users, volunteers, and colleagues.
- 5.6. In line with The Peer Partnership and local authority Adult and Children's Safeguarding Boards to ensure that service users and volunteers are safeguarded by recognising, responding, and reporting any concerns of abuse or neglect.
- 5.7. To work with interpreting services as and when appropriate.
- 5.8. To be a good team player and work constructively with colleagues, and Trustees in all aspects of your work.
- 5.9. To work prearranged evenings and weekends as the role requires as a proportion of events will be outside usual business hours in order to provide services for people in full-time employment.
- 5.10. To undertake any other duties which may reasonably fall within the scope of the post.
- 5.11. To take responsibility for ensuring own safety and that of others, in line with statutory requirements.

## Person Specification

Criteria	Essential	Desirable	How Assessed
<b>Experience/Skills</b>			
Experience of recruiting and managing volunteers	✓		Application, Interview
Experience of working to deadlines and meeting targets	✓		Application, Interview
Experience of planning and delivering training		✓	Application, Interview
Experience of delivering presentations	✓		Application, Interview
Experience of working with people with complex needs &/or in crisis	✓		Application, Interview
Experience of working in partnership with other agencies	✓		Application, Interview
Strong communication and interpersonal skills	✓		Application, Interview
Excellent IT & numeracy skills (Microsoft Word, Excel, using databases and digital platforms such as Zoom)	✓		Application, Interview
Ability to assess, plan and prioritise work in a busy office environment (organizational skills)	✓		Application, Interview
Ability to work on own initiative	✓		Application, Interview
Project management experience		✓	Application, Interview
Experience of working with and supporting lived experience volunteers.		✓	Application
Direct experience of Long COVID through personal, work, family, or social life		✓	Application, Interview
<b>Knowledge/qualifications</b>			
An understanding of monitoring and evaluation	✓		Application, Interview

An understanding of Long COVID and issues related to it		✓	Application, Interview
A volunteer management qualification		✓	Application
<b>Personal Attributes</b>			
A commitment to working within The Peer Partnership's service delivery ethos of respect, empowerment, and inclusion	✓		Application, Interview
A commitment to embracing diversity and challenging stigma and discrimination	✓		Application, Interview
A commitment to identifying problems and finding solutions by reflecting on professional practice with the aim of continuous development	✓		Application, Interview
Willingness and ability to carry out all tasks in line with The Peer Partnership policies and to uphold these at all times	✓		Application
<b>Other</b>			
Independently mobile and able to travel around the BNSSG area quickly to minimize travel time	✓		Application