



- Job Description:** **Diabetes Peer Support Coordinator**
- Funded by:** **Sirona Care and Health**
- Employed by:** **The Brigstowe Project** – The service will be delivered using 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 Mentor 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 Peer Support Service for people living with type 2 diabetes using digital platforms such as Zoom as well as face-to-face.
 2. To facilitate the presence of a peer mentor at Sirona's Diabetes Structured Educations sessions across the Bristol, North Somerset & South Glos (BNSSG) area
 3. To work with volunteers, staff, mentees and trustees /senior managers to consider the changing needs of people living with type 2 diabetes and develop new services to meet those needs.
 4. Encourage, facilitate and support client involvement in The Peer Partnership, Brigstowe more widely, local and national events.
 5. General duties as outlined below.

Main Tasks:

1. Peer Support Service

- 1.1. Assist with the development of policies, procedures and training materials for the Peer Support Service.
- 1.2 Promote the service amongst relevant agencies, forums and clients in order to recruit potential Peer Mentors (PM's) and ensure referrals for clients. This may require giving presentations
- 1.3 Recruit, interview, induct. Ensure that applicants who are not suitable for the PM role are signposted to alternative volunteering opportunities (internal or external).
- 1.4 Assist with the delivery of the PM's core training (3 days).
- 1.5 Coordinate and carry out the ongoing supervision and continuous professional development of PM's (this may include f-2-f or online)
- 1.6 Continue to coordinate, maintain & develop the peer support referral process including assessing, matching, supporting and reviewing peer support relationships.
- 1.7 Sustain the contract between each PM and The Peer Partnership that clearly states the remit, responsibilities and boundaries of the PM role.
- 1.8 Maintain & develop the contract between each PM and the mentee that clearly states the remit, responsibilities and boundaries of the relationship and which identifies those areas the client wishes to address in the partnership.
- 1.9 Utilise new technology to ensure that the project is accessible to the widest range of people.
- 1.10 Risk assess peer mentoring activities and follow best practice guidelines to ensure mentor and mentee safety.
- 1.11 Encourage appropriate mentees to consider becoming peer mentors.
- 1.12 Involve and support peer mentors in wider project activities including administration, promotion, recruitment and training delivery.
- 1.13 Develop and maintain systems for evaluation of the service including collection of outputs, outcomes and client / PM's feedback. Continue to develop the service based on the results.
- 1.14 To work 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. To recruit, train and supervise volunteers to share their lived experience and promote services at Sirona's Diabetes Structured Education (DSE) sessions

2.1 Identify, recruit, train and supervise existing peer mentors to speak at DSE sessions to incorporate lived experience in the DSE curriculum and wider services.

2.2 Coordinate volunteers in partnership with the Diabetes and Nutrition Service (DANS) team facilitating peer mentors to have a presence at the DSE sessions across the BNSSG area.

3. Project Development

3.1 To work with staff, volunteers, clients and trustees to consider the changing needs of people with type 2 diabetes. Develop ideas for new services to meet those needs in consultation with all relevant stakeholders.

3.2 A potential new service is the possibility of delivering peer support groups in the future. Coordination of this service would include:

3.2.1 assessing clients & new referrals and make decision on their suitability for the workshops.

3.2.2 recruiting, training and ongoing supervising volunteers to lead the groups

3.2.3 Sourcing other appropriate professionals to co-deliver sessions

3.2.4 Promoting the service amongst relevant agencies, forums and clients

3.2.5 Delivering, developing and maintaining systems for evaluation of the service including collection of outputs, outcomes and client feedback.

4. Client Involvement

4.1 To encourage mentee / mentor involvement in the opportunities offered by The Peer Partnership:

4.2 Exchange of information.

4.3 Involvement in all aspects of services including promotion, recruitment, training, supervision etc.

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 work alongside 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 in order 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 be prepared to work evenings and weekends as the role requires e.g. some Peer Mentors may be 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
Experience/Skills			
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 mentors		✓	Application
Direct experience of diabetes through personal, work, family or social life		✓	Application, Interview
Knowledge/qualifications			

An understanding of monitoring and evaluation	✓		Application, Interview
An understanding of diabetes and issues related to it		✓	Application, Interview
A volunteer management qualification		✓	Application
Personal Attributes			
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 diabetes 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
Other			
Independently mobile and able to travel around the BNSSG area quickly to minimize travel time		✓	Application