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| **TITLE:**  | **Peer Support Coordinator**  |
| **LOCATION:**  | CHANGES BRISTOL Office (currently situated at The Barton Hill  |
|   | Settlement, 41-43 Ducie Road, Lawrence Hill, Bristol, BS5 0AX  |
|   | Work will also take place remotely at sites where services are  |
|    | provided  |
| **HOURS OF WORK:**   | **22.5** hours per week 3 days a week as a part-time role, it will require some flexibility and out of hours working  |
| **RESPONSIBLE TO:**  | Service Manager  |
| **JOB SUMMARY:**  |  |

You will be joining the charity at an exciting time. We are growing and developing new IT systems, adding new services and will be moving to a new office as we’ve outgrown the current one.

**PEER SUPPORT COORDINATOR JOB DESCRIPTION**

Your main responsibility as Peer Support Coordinator will be working alongside the Service manager to ensure our peer support groups operate effectively and smoothly; you will supervise volunteers; help promote the service; network; and help deliver training. Joining our small and vibrant team, you can expect a good amount of admin and ad hoc tasks, therefore you will need strong skills to prioritise and organise your workload effectively.

# 1.1) Delivering the Changes Support Group Service

**Core D**

**uties and Responsibilities**

* Ensure support meetings operate correctly and safely
* Provide meeting cover when required
* Ensure the service is delivered correctly, empathetically, safely and professionally
* Manage service user issues (complaints; feedback; involvement)
* Help recruit facilitator volunteers
* Arrange venue hire and liaise with venue providers
* To facilitate peer support meetings when required in accordance with the Changes model
* Facilitate feedback meetings and service user/member forums

# 1.2) Networking and Events

* Support the charity to run social events
* Assist with maintaining and developing relationships with partner organisations
* General networking
* Attending volunteer fairs
* Operating information stalls when necessary

# 1.3) Office Duties and Administration

* Ensure monitoring data is collected and input for the service and ensuring this is up to date and presented to the Service Manager
* Provide cover for other members of staff during holiday periods/ illnesses etc.
* Answer phone enquiries
* Help manage survey questionnaires, evaluation and equalities data
* Ensure the appropriate administration for the service is maintained

Website management

# 1.4) Volunteer Training and Support

* Support management of volunteer facilitators, identifying their training and development needs, providing them with feedback
* Provide formal and informal supervision on a regular basis
* Mentor new facilitators into the volunteer role
* Ensure that volunteering extends the help that Changes Bristol provides to members in recovery
* Liaise with the Service Manager to ensure that meetings operate safely and correctly, and that the volunteer rota is in place and volunteer levels are appropriate
* Work with the Service Manager to develop, promote and deliver training to facilitators
* Help organise volunteer meetings and social events
* Support the charity to supervise and train office volunteers.

 management

# 1.5) Safeguarding

* Help ensure all aspects of the project are run in line with policies and procedures of the charity
* Log critical incidences and complaints and report these incidences to the Service Manager
* Ensure safeguarding procedures are adhered to and reporting procedures are followed

**Other Responsibilities**

* To keep ongoing relations with local communities
* To keep up to date knowledge of the third sector in Bristol
* To work with the Service Manager, Project Manager and Trustees to coordinate future development of Changes Bristol
* To undertake any tasks deemed appropriate by the Trustees for the effective running of Changes Bristol
* To maintain good working relationships with other members of staff and volunteers
* To represent Changes Bristol in a professional manner