

# Peer Support Programme Manager Job Description

Overview of Role	
<b>Job title</b>	Peer Support Programme Manager
<b>Reports to</b>	Director of Service Delivery and Development
<b>Hours</b>	37.5 hours It is expected that work may be required outside normal working hours. However, time off in lieu is offered in accordance with the policies and procedures around working additional hours.
<b>Contract</b>	Fixed term (three years)
<b>Location</b>	National/ remote, with travel to services as required
<b>Holiday</b>	25 days per year
Job Purpose	
<ol style="list-style-type: none"> <li>1. Work with the Director of Service Delivery and Development to contribute to leadership and design of services by leading on the development of a national Peer Support Programme.</li> <li>2. Work closely with families and patients of major trauma to understand the value of peer support and build service pathways that reflect this.</li> <li>3. To ensure all volunteers and staff involved in the peer support programme are appropriately managed and supported, including around safeguarding and supervision.</li> <li>4. Build a national network of other organisations providing peer support, both within the voluntary sector and more widely, ensure best practice is shared and embedded in Day One services.</li> </ol>	
Key Responsibilities	
<ul style="list-style-type: none"> <li>• Lead the scoping, design, delivery and evaluation of Day One's Peer Support Programme</li> <li>• Lead on the development of the digital programme that supports this, building a blended model that maximises the use of technology in the scale up of our service.</li> <li>• Provide leadership of Day One's volunteer network, working closely with caseworkers and other staff to recruit, train, and support new and existing volunteers and onboard them into the Peer Support Programme.</li> <li>• Work in partnership with NHS staff and other organisations to address the needs of patients and families.</li> <li>• Implement and oversee procedures and processes to collect and understand patient and family feedback from those offered peer support.</li> </ul>	

- Negotiate and liaise with local authority, statutory and voluntary agencies, to embed Day One's peer support programme in their Major Trauma networks.
- Develop and deliver an engagement plan to develop a national network of organisations providing and supporting peer support in order to develop an understanding of best practice across the network and appropriate signposting and referral between services are in place.
- Design and deliver professional development and training for peer support volunteer and other health care professionals where relevant.
- Maintain detailed records for the purpose of continuity of integrated casework and monitoring and evaluation.
- Work closely with the wider team on performance, quality, safety and effectiveness of all services, ensuring appropriate safeguarding policies are followed within the regional service.
- Work closely with our Fundraising and Communications, supporting national activity, as well as regional initiatives to raise awareness and fundraise.

### Person Specification

#### Essential

- Knowledge and understanding of specific issues that patients and family members impacted by major trauma may face and the role of peer support programmes within this.
- Liaising with various services and agencies.
- Previous experience of working with or managing volunteers.
- Service development and delivery and integration with the NHS and voluntary sector.
- Complex project management within time limits and conflicting priorities, including developing appropriate multi level reporting and evaluation.
- Working as part of a multi-disciplinary team focussed on patient and family experience.
- Using effective support systems to develop own knowledge and practice.
- Understand and abide by the principals of confidentiality in information.
- Proficient in IT software and systems and programmes, eg Microsoft office suite and CRM systems.

#### Desirable

- Knowledge of working with or within NHS Trusts.
- Experience of the scoping and development of dital services.
- Agency management.
- Experience of working with patients and families impacted by major trauma either in a hospital setting or in the community.
- Project Management Qualification.

#### Qualifications

- Commitment to and evidence of continuing personal development.