

Peer Support Programme Manager

Day One Trauma Support

Salary: £30k- £40k depending on experience and qualifications

Contract: Fixed term (three years).

Location: National/ remote, with travel to services as required.

About the charity

Day One Trauma Support works alongside NHS clinicians, embedded as part of the team within Major Trauma Centres, providing emotional and practical support to major trauma patients and their families.

Established in 2014 in Leeds, Day One Trauma Support has recently de-linked from Leeds Hospitals Charity (LHC), the official Hospitals Charity for Leeds Teaching Hospitals Trust. With LHC's full support, Day One Trauma Support is now an independent national charity.

Our ambition is to roll out our model of support to all UK Major Trauma Centres (MTCs) and develop a remote model of support. From the outset, using the lived experience of people who have been directly affected by major trauma to support the next person in a similar situation has been at the heart of everything we do, and we have seen time and time again the difference this can make.

We therefore want to ensure everyone who would benefit from peer support has access to it, be this online, on the telephone, or in person, wherever they live and whenever they need it.

About the role

Working closely with the Director of Service Delivery and Development, you will help us achieve our ambition to ensure everyone affected by major physical trauma is supported to navigate the challenges that they and their families face, by leading on the development of a national Peer Support Programme.

As part of an ambitious team, you will work closely with families and patients of major trauma to understand and evidence the value of peer support and build service pathways that reflect this. Building a blended model, integrating online and offline support, the first task is to build the business case that allows us to understand the investment needed and the key deliverables in bringing this programme to life.

Working closely with our regional Caseworkers, key to our success will be building a national network of other organisations providing peer support, both within the voluntary sector and more widely, ensuring best practice is shared and embedded in Day One services, and this is reflected in our reputation as a thought leader within this field.

The post is initially offered as a three-year fixed term contract. However, funding is based on outcomes and the contract may be extended depending on the successful delivery of the programme over this time.

You will report to the Director of Service Delivery and Development.

Closing date: 5.00pm Monday 29th November

Interview dates: Week commencing 22nd November. As part of your application please let us know any days you would not be available during this week.

Apply: Please upload a supporting statement of no more than two pages and your CV. Your supporting statement should cover off the following areas:

- Why would you like to work for Day One?
- Detail your experience of programme management and/ or developing services, ensuring the lived experience of families and patients are at the heart of this.
- Talk about your experience of working with key stakeholders, including volunteers, and managing sometimes competing priorities/ expectations.
- Talk about any experience you have of digital services, both in terms of development and innovation you have led yourself and who else in the sector we should learn from.
- Tell us about how you would use this experience in developing our national Peer Support Programme.