



**Job Title: Peer Support Officer**

**Employer: Colab Exeter**

**Salary range: £22,126 FTE**

**Contract:** Fixed term contract until 30<sup>th</sup> April 2023

**Location:** Various

**Reporting to:** Dependant on areas located

**Hours:** Various

**Overall job purpose**

To provide opportunities for carers to reduce social isolation and build resilience

To develop supportive and sustainable carer networks, communities and social opportunities for carers to engage in mutual support

To provide opportunities for carers to participate together in activities which they find interesting, motivating and/or meaningful

**Key Responsibilities:**

Deliver Peer Support activities and groups in a specified locality

- To work with colleagues, internal and external to Devon Carers, to ensure that there is an awareness of what Peer Support is and how to refer carers to this service
- To offer advice and information to colleagues and to carers to support opportunities for carers to access mutual support
- To manage and monitor all carer referrals for Peer Support
- To contact carers referred to Peer Support and offer relevant opportunities for them to engage in social contact with other carers
- To develop and facilitate a geographical spread of regular open carer support groups in consultations with relevant others
- To identify any specific interests or needs carers may have and facilitate linking them to the kind of social contact which would be helpful

- To identify suitable Peer Support activities and venues in your locality, run by others and facilitate attendance, as appropriate, according to the carer's needs
- To liaise and build relationships with community group leaders and venue organisers to identify potential to work together to support carers and carer groups
- To develop additional peer support activities, in response to the identified needs of carers referred
- To organise, record, manage and update a list of Peer Support activities and groups in a specific locality
- To produce regular publicity listings and promote Peer Support activities and events for your locality
- To encourage Carers to feel welcome and comfortable at events run by peer support, helping to introduce carers and initiate discussions between carers
- To facilitate carers to develop friendships and mutual support
- To support carers to develop independent social groups and networks
- To refer to or support carers to access other suitable community activities or groups, as appropriate
- To identify possible Peer Support volunteers and refer them to the Devon carers volunteer co-ordinator
- To support volunteers who may be linked to peer support activities

#### Contribute to the delivery of the Peer Support service across Devon

- To be a proactive member of the Peer Support team across Devon strategically managed by the Lead Practitioner
- To contribute ideas and input into Peer Support team meetings and individually to the Lead Practitioner
- To keep abreast of similar Peer Support activities and initiatives run by other service providers and feedback useful information to the Peer Support team
- To monitor service data and statistics and provide regular updates to the team and Lead Practitioner
- To take responsibility for working on specific service projects as agreed with the Lead Practitioner

#### Contribute to the delivery of locality team working in a specified area

- To be a supportive and proactive member of the locality team
- To liaise with Carer Support Officers and the Team Leader/Manager to build effective day to day working relationships
- To attend locality team meetings and update team members on Peer Support activities
- To share confidential information with CSO's where necessary to ensure any interventions are in sympathy with carers non-eligible and eligible support needs
- To help facilitate, deliver and record activities set up by a locality team for specific Devon Carers initiatives such as Carers Week

## General

- To positively promote the work of Devon Carers and Peer Support activities at all times
- To show a commitment in all areas of work implementing and monitoring diversity and human rights issues
- To ensure appropriate and legally compliant communications at all times.
- To undertake any necessary training
- To undertake any other duties required, appropriate to the grade of this post

## Review

- This job description will be subject to review as required, in consultation with the postholder, to take account of Devon Carers changing needs and circumstances

## **Person specification**

### Essential

- a) Evidence of effective communication and interpersonal skills
- b) Experience of working with people, including networking and building relationships with relevant others
- c) Experience of co-ordinating and running groups
- d) Experience of implementing, monitoring and evaluation of systems and processes
- e) Relevant knowledge/ understanding of health and social care services/provision, including voluntary sector organisations and provision
- f) Relevant knowledge / understanding of carers and their issues
- g) Ability to plan, prioritise and use own initiative
- h) An ability to present complex issues clearly in writing
- i) An ability to effectively work independently and as a member of a team
- j) Understanding of and commitment to the principles of confidentiality, equal opportunities, safeguarding and carer (service user) engagement
- k) Car driver/owner (or otherwise able to satisfy, with appropriate adjustments, requirements for travel associated with the role)
- l) Ability / willingness to work flexibly (including occasional evenings or weekends)

### Desirable

- a) Experience of working in peer support / volunteering projects
- b) Experience of working in health or social care or a related field
- c) Good IT skills: including the ability to use data spreadsheets and recording systems
- d) Experience of being a carer or working with carers