



Greenwich Carers



**Job description: Peer Volunteer Coordinator
(Fixed term three-year post)**

Reports to:	Carer Services Manager
Works with:	Carer Services Manager, Carers Centre Manager, Peer Volunteer Outreach Officer (p/t), Wellbeing Worker, Carers Support officers
Budget Responsibility:	Yes
Key holder responsibility:	No
Post:	28 hours per week (0.8)
Salary:	£32,000 pro rata, £25,600 actual
Location:	Based at Greenwich Carers Centre, but will be required to work off site as necessary

Role description

Greenwich Carers is a charity dedicated to improving the lives of unpaid carers in the Royal Borough of Greenwich. We are based at the Greenwich Carers Centre (GCC) in Charlton Village SE7. We have a team of advisors who support carers in both practical matters such as benefits advice, as well as with their wellbeing. The centre provides activities, workshops and events to support carers, as well as having a community café for carers to use.

This role is a three-year fixed term post, funded by the The National Lottery Community Fund. The Peer Volunteer Pathway aims, over three years, to enable unpaid adult carers to gain confidence, friendship and opportunities through volunteering.

The role will work to identify, support and train peer volunteers including skills, facilitation & mentoring, so that they in turn are able to support carers. You will also help to establish and support a peer pathway working group.

Key tasks

Working with other members of the Greenwich Carers team you will:

- Develop the project protocols and procedures
- Develop of promotional materials
- Establish and maintain a peer pathway working group
- Outreach with community groups and others especially in harder to reach groups
- Design and implement training of peer volunteers
- Ensure all members of the staff team are aware of and work to project processes
- Identify key areas of Greenwich for outreach work
- Develop mechanisms for evaluation and recording project progress

Project development

- To create and maintain, as the project develops, appropriate promotional materials and to identify ways of ensuring it gets to target audiences in both the statutory and voluntary sectors locally, as well as the wider community
- Establish the 4 pathway strands - wellbeing, social connectivity, therapy/bereavement and telephone mentoring
- To establish procedures for data collection and monitoring for use for internal and funder monitoring
- Establish and maintain a Peer Steering Group and its working protocols
- Establish and identify outreach, and other opportunities, ensuring that hard to reach groups are included
- Develop networks within the voluntary and community sector in Greenwich, encouraging reciprocal relationships with the Peer Pathway Project and wider GCC activities

Peer volunteers

- Identify potential peer volunteers from community outreach and other sources
- Development and maintain an induction programme for new volunteers
- Development and implement training programmes for peer volunteers
- Develop, in coproduction with newly trained volunteers, wider outreach approaches
- Support peer volunteers to design, facilitate and deliver activities to new volunteers and other GCC users

Training and development

- To undertake any development training commensurate to the role
- To undertake and Health and Safety Training as requested by Senior Managers

Confidentiality and Safeguarding

- To confidentially report any concerns about the welfare of carers to the line manger
- To report safeguarding concerns in accordance with the Greenwich Carers Centre Safeguarding policy
- To share the personal information of carers with support teams and other staff only on a need to know basis and with the prior permission of the carer

Other requirements

- To work in accordance with senior manager instructions
- To act in a mature and responsible manner at all times
- To take responsibility for the role and its associated tasks

- To adhere to a meeting and reporting structure as set by line management
- To undertake any other duties as reasonably requested by the line manager or CEO

Person specification

Area of work	Essential	Desirable
Understanding the role of unpaid carers and the challenges they face	*	
Excellent oral and written communication	*	
Ability to analyse and interpret both quantitative and qualitative data	*	
Ability to plan, prioritise and deliver to tight timescales, sometimes under pressure	*	
Experience of facilitating group activities or training	*	
Experience of working directly with a diverse range of people including hard to reach groups	*	
Strong problem-solving skills, with a flexible and pragmatic approach to reaching appropriate solutions	*	
Experience of coproducing activities/projects with volunteers		*
Experience of the development of promotional materials		*
Experience of outreach work		*
Experience of the use of social media to promote the project and engage with potential volunteers		*
An understanding of confidentiality and adhering to confidential working practices	*	
Good knowledge and understanding of the motivational and training needs, and pastoral support, of volunteers.	*	
Experience of working within the charity sector in a paid or voluntary capacity		*
Able to work individually without supervision as well as part of a productive and focused team	*	
Ability to work across departments to ensure opportunities for carers are communicated	*	
An understanding of and commitment to data protection, safeguarding and confidentiality issues.		*
An understanding of and a commitment to equal opportunities.	*	