



Greenwich Carers



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

Reports to:	Carer Services Manager
Works with:	Carer Services Manager, Carers Centre Manager, Peer Volunteer Coordinator, Wellbeing Worker, Carers Support officers
Budget Responsibility:	Yes
Key holder responsibility:	No
Post:	Part time 18 hours per week
Salary:	£28,000 pro rota, £14,400 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. Specifically, this post will identify and facilitate outreach within the community of Greenwich to identify peer volunteers.

**Key tasks**

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

- Develop project promotional materials
- Outreach to community groups and others especially in harder to reach groups
- Identify key groups and 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.
- To establish procedures for data collection and monitoring for use for internal and funder monitoring
- Establish and identify outreach, and other opportunities, ensuring that harder 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
- Support the development and maintenance of an induction programme for new volunteers
- Support the development and implementation of training programmes for peer volunteers
- Develop, in coproduction with newly trained volunteers, wider outreach approaches

### **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 focussed 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.	*	