



Job Description

Role:	Pause Peer Support Co-Ordinator
Reports to:	Pause Bristol Manager
Direct reports:	None
Budgetary responsibility:	None
Location:	St. Pauls, Bristol

Job purpose: To co-ordinate the peer support element of Pause Bristol. The aim of the work is to continue to develop the peer support project with women who have completed Pause. The role also involves running required provision for women who have been previously been part of the Pause programme (Next Steps women) such a group work, training and practical activities.

Job accountabilities

- Undertake research and work with One25's other services to ascertain knowledge and understanding about effective peer support work internally and externally to One25.
- Work alongside our existing Peer Support Volunteer service to build on, collaborate and share future learning as both projects develop.
- Create a co-production group with Next steps women to regularly consult, plan and review the peer model used
- Recruit, induct, support and supervise women as peer volunteers and plan systems around this with the Pause Manager.
- Work with peer supporters, the Pause team and One25 to promote the offer of support to other women who are on the Pause programme and have experience of it.
- Develop the existing training and create a new, bespoke training program for Peers. Source and deliver training as necessary for the women participating in the work.

- Ensure that peer support women are safe and supported throughout their involvement.
- Coordinate meetings with the Pause team and One25 staff to aid the planning and running of peer development scheme.
- Organise co-production meetings and other events for Pause women and peers.
- Document involvement, activities and learning and share best practice locally and nationally by working with peer supporters, One25 and National Pause.
- Work with Practice Lead, Services Manager and National Pause to ensure fidelity and integrity to the Pause model, providing the women with a high quality, consistent, nationally recognised service.
- Support the team to provide timely, succinct, information for reporting and monitoring the peer support work to ensure funder requirements are met.
- Contribute appropriately to the continuous learning culture across the team, being involved in training, supervision, reflective practice discussions and maintaining healthy and professional boundaries to increase strength and skill set of self and team.
- Ensure that policies and practices are understood and adhered to, maximising service outcomes and upholding agency reputation. Act as an ambassador for One25.
- To represent National Pause and One25 at relevant events both within and outside of working hours.
- To undertake necessary tasks as the project evolves- currently this is the running of the Pause group.

Measures for the role:

- Promotion of Pause Peer Support work across Bristol and nationally as required.
- Efficient coordination of meetings, groups and events.
- Accuracy and timely provision of data for reports.
- Manage and record peer support women and activities.
- Positive feedback from Pause Peer Volunteers and Pause women.

Any other relevant information:

- Any other duties the Pause Manager considers appropriate.
- To work outside of office hours at manager's request.

Person Specification

	Essential	Desirable
Qualifications	Relevant qualifications or demonstrated experience of delivering high quality administrative support	
Knowledge	<p>Knowledge of other services supporting peer mentors / peer support and people with multiple and complex needs</p> <p>Good understanding of boundaries and confidentiality</p>	<p>Knowledge of peer support training</p> <p>Knowledge of safeguarding policies and procedures</p> <p>Understanding of vicarious trauma and self-care and methods to reduce impact on self and team</p> <p>Good understanding of data protection and GDPR</p>
Skills	<p>Able to create rapport with service users</p> <p>Able to communicate effectively with people at all levels in person and through written communications and reports</p> <p>Ability to plan, organise and deliver work to meet individual, team and organisational objectives and deadlines</p> <p>Ability to use IT systems including proficient user of Microsoft Office (or equivalent package), with a good knowledge of Word and basic knowledge of Excel and PowerPoint</p> <p>Excellent organisation skills</p> <p>Managing a small budget and financial record keeping</p>	<p>Able to build relationships with partner agencies</p>

Experience	<p>Experience in an equivalent role</p> <p>Experience of managing demanding tasks simultaneously and successfully, using project management skills to achieve deadlines and targets</p> <p>Strong understanding of data protection and confidentiality, or commitment to attending training in this area</p> <p>Experience of planning and facilitating group work</p>	<p>Experience of working or volunteering with individuals who have experienced complex needs</p> <p>Experience of working or volunteering on other peer support projects</p> <p>Experience of setting up and maintaining effective monitoring and evaluation systems</p>
Competencies/ Behaviours	<p>Incorporates values and strategic aims of an organisation into work and behaviour</p> <p><u>Requirements for all One25 staff</u></p> <p>Continually seeks to improve performance organisationally and personally</p> <p>Ability to form and maintain good working relationships with colleagues</p> <p>Works well under pressure and plans, organises and manages workload to meet objectives and deadlines</p> <p>Ability to be an ambassador for One25 externally and across internal teams</p> <p>A willingness to get the job done</p> <p>Promotes effective team working and supports team work across immediate and wider One25 teams</p> <p>To operate in line with One25's core competencies and values:</p>	<p>Understands the wider environment in which the team operates and how individuals roles contribute to One25's strategic goals</p>

	<p>Core values:</p> <ul style="list-style-type: none"> • Person-centred • Justice • Unconditional love • Non-judgemental <p>Core behavioural competencies:</p> <ul style="list-style-type: none"> • Working with Others • Communicating • Organisational awareness • Learning and growth • Planning and delivery of work • Motivational leadership <p>Able to actively demonstrate and communicate a willingness to work within and support the clear and inclusive Christian ethos</p>	
Other	<p>This post is open to women only</p> <p>Willingness to attend a range of functions and events to promote One25 outside of working hours</p> <p>Able to travel to training and meetings outside of usual place of work and office hours. (Pause is a national organisation, as reflected in locations of training)</p>	

Manager signature:

Employee signature:

Date:

Date:

Date last reviewed: