



Job Description

Senior Peer Support Officer – London

Location – London, Hybrid – office days will be required.

Full-time – 21 hours per week (0.6 FTE 35 hrs)

Contract - Initial two-year fixed term contract with view to becoming permanent should targets be achieved and funding available.

An exciting job opportunity at Bipolar UK for someone who is dynamic, inquisitive, has a passion for rights, diversity and inclusion and wants to work alongside those who may not have a voice.

Background

Bipolar UK is the only national charity working with and supporting individuals affected by bipolar including carers, families, and loved ones.

More than a million people in the UK have bipolar. That's one in 50 people, roughly 30% more than the number of people who have dementia.

The symptoms of bipolar can appear at any age. Research has found that almost 50 per cent of people get symptoms before the age of 21, but it is common for people to experience distressing symptoms for years before receiving a correct diagnosis.

Bipolar does not discriminate on the basis of age, gender, race, religion or belief, sex, or social class, therefore, anyone can experience symptoms and impact prior to and after diagnosis.

We aim to provide services to which all clients are entitled and delivered equally to meet the diverse needs of our service users and clients. We will do this by assessing and meeting the diverse needs of our clients.

Purpose

The Senior Peer Support Officer role works within Bipolar UK's Peer Support Services team to support volunteer facilitators of our support groups in London and development of specialist user groups and recruitment of volunteers.

With this role we aim to develop and encourage wider engagement increasing participation, diversity, and inclusion across the capital for people affected by bipolar.

The role involves remote and some face-to-face support of the group network as well as developing links with other mental health services and appropriate agencies.

This position requires access to a vehicle or public transport as travel will be required with some evening and weekend work.

The Senior Peer Support Officer reports to the Service Manager

Responsibilities

- Act as initial point of contact with the charity for all enquiries about our Peer Support Groups and integrated telephone, email and eCommunity services in London and wider charity resources e.g. self-management tools.
- Research and identify information on accessible available resources and share good practice across sector leaders. Listening, learning, and sharing amongst service users and staff, trustees, and EDI working group.
- Build relationships with a range of stakeholders, community leaders and lived-experience experts and community groups.
- Setting up a network where none exist for shared understanding and learning on diverse and inclusive practices for more complex needs and bipolar.
- Work with the Communications team to ensure effective assets and information and digital updates are available to promote the project and its opportunities across the capital.
- Supporting Bipolar UK volunteers to increase opportunities and welcome for minority service users across the network and its activities through provision of resources, training, and peer led experience.
- Resources hub: building and maintaining an online resources hub, supported by practical training, face to face where possible and appropriate, to which volunteers and staff have full access and which showcases best practices and provides support for volunteers, staff and service users on their inclusions, equality, and diversity journey.
- Oversee development of self-management courses as appropriate.
- Ensure all Peer Support Groups comply operationally with Bipolar UK policies and procedures, including safeguarding and data protection.
- Contribute to development and delivery of new formats of group-based peer support in a spirit of co-production and tailored to different audiences and needs.
- Contribute to our monthly volunteer matters email newsletter.
- Develop and deliver training sessions to Peer Support Group volunteer facilitators and members, including at regional and national events.
- Ability to work flexibly and responsively, responding to urgent requirements.
- Work with community mental health teams and other interested stakeholders to promote the services of the charity.
- Work to establish partnerships with agencies who can advocate for and support the development of our work within different cultures, raising awareness, reducing stigma, and creating safe inclusive spaces.
- Act as an advocate for Bipolar UK within their work.
- Other duties deemed appropriate by the Chief Executive to assist in achieving the aims and objectives of the charity.

Person Specification

The successful candidate:

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Ability to communicate effectively at all levels verbally and in written form. • Understand accessibility and formats for inclusion. • Articulate with persuasive and engaging verbal communication skills. • Attention to detail. • Time management skills, including prioritisation. • Skilled at developing and maintaining working relationships with a range of stakeholders and communities. • Excellent organisational skills • Ability to work as part of a team and on your own initiative. • Ability to work autonomously and at times independently from line manager. • Be competent in the use of Microsoft 365 products including Outlook and other. • Microsoft Office programmes 	<p>Ability to gauge the environment and adapt accordingly to achieve results.</p> <p>Understanding of lived experience and peer support.</p>
Experience	<ul style="list-style-type: none"> • A proven track record of working with volunteers • Proven experience of working with diverse communities and models of collaboration. • Previous experience of managing staff, and or volunteers and projects in-person or remotely • Experience of office administration processes • Experience of delivering presentations and training • Experience of delivering peer support in paid employment or as a volunteer • Experience of data collection and monitoring • Experience of setting up and developing projects 	<p>Experience of working with a CRM system, particularly Salesforce</p> <p>Personal experience of bipolar, either as someone with the diagnosis or someone supporting a loved one with bipolar, such as a family member or partner</p> <p>Experience of working with peer support models</p>
Qualifications	<ul style="list-style-type: none"> • Degree or equivalent professional qualifications/experience 	
Knowledge	<ul style="list-style-type: none"> • Understanding of GDPR compliance • An understanding and awareness of safeguarding and recording • Awareness of bipolar • Understanding and knowledge of diversity and barriers for racialised and minoritised communities accessing support and services • Knowledge of peer support and lived experience in self-management. • Knowledge and / or understanding of CRM (Salesforce) data capture and reporting 	<p>Training in Safeguarding and / or GDPR</p>

Personal qualities	<ul style="list-style-type: none"> • Well organised with a systematic approach • Able to work collaboratively as part of a team and contribute to a positive working environment and culture • Personal resilience and self-management • Ability to work productively both remotely and in an office • Willingness to travel to organisational and work-related meetings 	
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Terms and conditions of employment

- This role is part-time (21 hours) per week
- Salary: £24,000 - £28,000 (FTE)
- Holidays: 25 days a year plus statutory bank holidays pro-rata for part-time.
- Probation period: six months
- Up to 5% contribution towards a stakeholder pension is offered after successful completion of probationary period.

Bipolar UK is committed to equality and diversity, and we welcome applications from anyone who would like to join a growing organisation with big ambitions and an inclusive approach without fear of discrimination on the grounds of ethnicity, sexual orientation, disability, neurodivergence, gender, age, lived experience of mental health problems.

The appointment is subject to satisfactory references and enhanced DBS disclosure.

How to Apply:

Please send your CV to rphillips@bipolaruk.org with a covering letter of no more than two-sides of A4 on how you meet the person specification.

If you would like an informal chat about the role before applying, please contact rphillips@bipolaruk.org or call 0333 323 3880

CVs without a covering letter will not be accepted.

Closing date for applications is 9am Monday 1 July 2024

Interviews are anticipated online 4-5th July 2024

We look forward to hearing from you.

We reserve the right to close the application process early if sufficient and suitable applications are received.