



**National Peer Hub Coordinator**

# What you need to know about this role:

<b>Job Title:</b>	National Peer Hub Coordinator
<b>Responsible to:</b>	National Peer Support Hub Lead
<b>Contract:</b>	21-months, with potential for + 1 year + 1 year extension – dependent on funding
<b>Location:</b>	Home based or hybrid (Vauxhall office) with some travel across England.
<b>Working Hours:</b>	Full-time - 35 hours per week (flexible, working minimum of 28 hours/per week considered)
<b>Salary:</b>	£29,000 plus £3,323 London weighting if applicable (pro rata if part-time)
<b>Closing date:</b>	12pm on Tuesday 11 June 2024
<b>Interview 1:</b>	Wednesday 19 June 2024 (online)

## INFORMATION FOR APPLICANTS FOR THE POST OF National Peer Hub Coordinator

Thank you for your interest in the above role. This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

### About Kinship:

Kinship is the leading kinship care charity in England and Wales. We offer kinship carers financial, legal, practical and emotional support and understanding from the moment they need it, for as long as they need it. Our expert advice, information and guidance helps with complicated and stressful decisions that so many kinship families have to make. We are always there to support them through challenging times and celebrate the good.

Kinship carers are strong and determined. Together, they are powerful. We help them build communities of support and action by connecting families locally and across England and Wales.

We are at the heart of kinship networks, partnering with and influencing service providers, local and national government and other organisations. We give everything we have to fight for each family and their rights, changing society until every kinship family is recognised, valued and supported.

Kinship care often begins in crisis. A child has parents who are unable to care for them, for whatever reason. It can be frightening, confusing and heart-breaking.

Instinctively, a loved one steps in – a grandparent, brother, sister, aunt, uncle or family friend. They are now a kinship carer, bringing up the children they love. There is often no chance to prepare. Plans may be pushed aside. Relationships, jobs and savings are frequently sacrificed.

It is life changing and challenging raising children who have been hurt or neglected, but kinship carers do it anyway because they put the children first.

We know how hard life can be for kinship carers, but we have seen the amazing things they are capable of, with someone by their side. With the right support, children raised in kinship families can flourish.

That is why we support, connect and campaign – to keep kinship families stronger by keeping them together.

## About the team

Kinship is in the third year of delivering the first national peer support service for kinship carers in England. We have created 145 peer support groups and supported and trained kinship carers to create and lead their groups in a way which meets their needs.

With a new contract from the Department for Education, we're now entering a new phase of our service with a focus on:

- creating 90 new sustainable peer support groups in areas of most need over 21 months;
- sustaining and developing the current 145 existing groups; and
- providing support and help to build a sustainable and welcoming community for all peer support groups across England.

This role will coordinate the 'hub' resources and content with a focus on supporting sustainability and building resilience of peer support groups and their leaders. Specifically, this role will manage an 'online hub' for support group leaders and provide an excellent 'customer experience' for all support group leaders. You will support the hub innovation.

Together with the **Peer Support Hub Lead** you'll take a human centred approach to working with group leaders to develop a **central hub** of accessible and useful resources and activities (for in person and online). You'll build good relationships with support group leaders, building in their insight to develop resources and activities that will support them in their role.

You'll help kinship carers to sustain their groups, working with colleagues across Kinship to promote consistent access to services and activities (training, programmes, information, advice and campaigns), ensuring a joined-up user experience.

## About the role

The role of the *Peer Hub Coordinator* will provide operational delivery of the **Peer Support Hub**. With excellent marketing, communication and digital skills this role will work with the *Peer Support Hub Lead* to develop an 'in person' and online peer support community.

In this context, your role supports the centralised 'hub' of the service, delivering an exciting programme of training, speakers, toolkits and resources to help peer support group leaders **develop, build and sustain** their group well. This will be building on and innovating the current Support Group Network.

Your role will support group leaders to feel **connected and supported**, learn from each other and build a powerful and resilient peer community.

### The type of person we're looking for:

Super organised, you are someone who uses their initiative, anticipates challenges and proactively provides seamless solutions.

You'll be comfortable with using digital technology and tools to build communities and develop resources. You'll be curious about digital community tools, and you'll want to work closely with our digital and content team to develop an amazing online experience.

You'll also be a people person – understanding how building 'in person' relationships is key to unlocking community power for kinship carers.

You'll be the right-hand person to the *Peer Support Hub Lead* making sure we deliver a really brilliant experience.

## Key responsibilities:

### Hub delivery and development:

- Operational delivery, innovation and management of a dedicated online and in-person peer support 'hub'.

- Building direct and positive relationships with support group leaders.
- Roll out mechanisms and tools to support groups to remain sustainable including but not limited to; informal buddy matches, online hub for support group leaders, monthly e-news, monthly speakers, themed specialist training (like setting up a safe Facebook group / promoting your group) and celebration events.
- Facilitation of regional network meetings.
- Manage and oversee an annual content and activity plan for the 'hub' and collaborating with the Editorial board to integrate into external communications plan.
- Administration and coordination of materials to support group leaders.
- Support and build relationships with external providers and partners to develop relevant content, resources and training (including guest speakers)
- Work with the National Peer Support Connector to embed insights and learnings into 'hub'.
- Support excellent user journeys and experiences for kinship carers through the peer support service.
- Work with Programme Lead and Peer Support Hub Lead to provide smooth transition for support group leaders over to 'hub' from local 'spoke' model and integrated communications across teams.
- Ensure user experience and co-production are embedded in the design and development of services, in line with a Kinship participation approach.

#### **Service quality, development and data management:**

- Accurately record all case management in Salesforce in line with service framework and data protection requirements.
- Provide reports to line manager demonstrating outcomes and impact.
- Support continuous development and improvement of the service (new systems and processes) as required.

#### **Team culture:**

- Act in the best interest of Kinship and the families we support.
- Maintain and contribute up to date understanding of kinship care.
- Deliver effective administration with attention to detail and keeping to deadlines.
- Identify and contribute to appropriate case studies to demonstrate the impact of Kinship services and support contributions to policy and campaigns work.
- Actively contribute to delivering and evidencing a high performing service.
- Take responsibility for your ongoing continued professional development.
- Ensure all safeguarding processes are understood and adhered to, building a transparent and learning safeguarding culture.
- Work in line with the Kinship values.

## **Knowledge, abilities, skills and experience**

### **Essential experience:**

- Experience of developing jargon-free content for different audiences and channels.
  - Experience of providing project support, delivering plans on time and evaluating outcomes.
  - Experience of stakeholder communications and building relationships with stakeholders (e.g. beneficiaries and partners).
  - Experience of using communications planning tools or systems (e.g. Asana, Hootsuite).
  - Experience working in a role focused on one or more of the following areas; communications (including digital communications) or marketing.
  - Excellent written, verbal and visual communications with evidence of creativity and excellent attention to detail.
  - Proven experience of providing high quality copy to deadline.
  - Excellent organisation and administration skills, and the ability to work happily in a fast-paced environment, keeping multiple projects and objectives on track.
  - Confident using email platforms and using a website content management system (we use Wordpress).
  - Using Microsoft Word, Excel, PowerPoint and online design programmes such as Canva.
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- Good level of data literacy and confident using technology to help us to be better in our processes and ensure GDPR compliance.

**Desirable experience:**

- Lived experience of kinship care.
- Marketing / Communications or Digital qualifications would be helpful.
- Understanding of children's social care.
- Experience of ensuring that services are designed and led with user needs at the heart.

**General attributes**

- Flexible and willing to travel for work across England and Wales.
- Commitment to the values, aims and objectives of Kinship.
- A real commitment to equity, diversity and inclusion within your role and a respectful approach to working with people from a range of backgrounds.
- Excellent written and spoken English.
- Right to work in the UK.

## Key Behaviours

Personal attributes: <ul style="list-style-type: none"> <li>• Calm under pressure and in difficult situations</li> <li>• Clear, straightforward communication</li> <li>• Detail oriented</li> <li>• Resilient</li> <li>• Assertive and firm</li> </ul>	Behaviours: <ul style="list-style-type: none"> <li>• Solutions focus; can-do attitude</li> <li>• Collaborative</li> <li>• Positive attitude and approach</li> <li>• Respectful</li> <li>• Professional</li> <li>• Empathic, sensitive, tactful</li> </ul>
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## Key Contacts

Internal: <ul style="list-style-type: none"> <li>• Peer Support Hub Lead</li> <li>• National Peer Support Connector</li> <li>• Associate Director (Peer Support and Community)</li> <li>• Programme Lead (Peer Support)</li> <li>• Network Development Team</li> <li>• Training Team</li> <li>• Marketing Team</li> <li>• Digital and Content Team</li> <li>• Participation and Involvement Manager</li> </ul>	External: <ul style="list-style-type: none"> <li>• Kinship carers</li> <li>• Voluntary organisations which work with kinship carers (for content)</li> </ul>
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## Equality Diversity and Inclusion

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work. We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

## Candidate Application Information

Please refer to the Job Description for this role to check that you meet the criteria necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate they meet the essential skills and experience outlined.

Please tell us if there are any reasonable adjustments we can make to assist you in your application. If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

## How we select candidates

To adhere to our commitment to Equality, Diversity and Inclusion, Kinship uses Artificial Intelligence (AI) as part of an Applicant Tracking System (ATS) – BeApplied. This ensures personal characteristics, such as age, ability, ethnicity etc. are **not** available to the shortlisting panel. The BeApplied ATS system goes further by aiming to remove all socio-demographic details that might affect decision making. This is known as 'Anonymous Recruiting'.

You are invited to apply for this role via the BeApplied recruitment platform [here](#).

We will ask you for your CV and to respond to five questions via the Applied platform. Please note that all answers will be viewed anonymously by reviewers and CVs will not be viewed until after this sift has happened. This is the first opportunity to demonstrate your experience and to stand out in the recruitment process. Reviewers will not see all your answers together until all the questions have been reviewed and the CV has been reviewed separately. They will be marking on the strength of the response to each question. Once this is complete, both will be reviewed together. You will have 250 words per answer.

1. Why you want to work at Kinship in this role, and how do your values align to the Kinship ones? Please include a bit about your experience in this section related to the job description.
2. In this role, you'll be part of the operational delivery, innovation and management of a dedicated online and in-person peer support 'hub'. Give one example from your past experience, of where you've been part of delivering a similar service. What was your role and what did you achieve?
3. You'll be responsible for managing a content plan for the 'hub'. How would you approach this and what tools might you use?
4. We're looking for someone who is really organised, shows good initiative and can ensure user experience and co-production are embedded in the design and development of the hub. Can you share one relevant example from your past experience which demonstrates your project management and participation approach?

**Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons.**

Kinship reserves the right to close a recruitment campaign earlier than advertised where we have received sufficient applications so early application is encouraged. If you would like further information or an informal chat about this role, please contact [recruitment@kinship.org.uk](mailto:recruitment@kinship.org.uk).

# What it means to work at Kinship:

## Our vision:

A society in which kinship carers and the children they care for are **recognised, valued** and **supported**.

## Our mission:

To ensure that kinship carers and the children they care for get the **support** and **recognition** they need.

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Knowing what you do helps kinship families that really need support.

Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers. **(Staff member at Kinship)**

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We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.



# Our Values:

## Be bold

### We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



## Be stronger together

### We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



## Step up

### We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions Ask for
- and give honest feedback



## Put people first

### We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion





# What we can offer you:



## Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.



## Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



## Family:

- Our policies include kinship care, compassionate, dependents, and bereavement leave that support the lives of employees who have additional commitments.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



## Health and Wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount



## Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March).
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.



## Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



## Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.



## Learning and development:

- A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

# Conditions of Employment:

## **Working hours:**

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

## **Travel:**

There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

## **Pension scheme:**

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements.

## **Probationary period:**

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

## **Flexible working:**

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

# Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and really passionate about doing their best for kinship carers.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

## Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

**Note:** This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.

**Kinship is the working name for Grandparents Plus, which is a company limited by guarantee registered in England and Wales under number 4454103 and registered as a charity under number**

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