



## Advertising wording

<b>Job Title:</b>	<b>Peer Support Coordinator</b>
<b>Reporting to:</b>	<b>Peer Support and Volunteering Manager</b>
<b>Location:</b>	<b>Home based, with regular attendance to Hospitals in North East England and occasional UK travel</b>
<b>Hours:</b>	<b>F/T: 35 hrs per week</b>
<b>Salary:</b>	<b>£25,000 to 28,000 per annum FTE</b>

### **About Kidney Care UK**

Around 3.5 million people in the UK live with chronic kidney disease (CKD). 68,000 are treated for end-stage kidney failure, relying on dialysis or a transplant to keep them alive. Treatments are gruelling and relentless and impact the patients' ability to work, maintain social interaction and live the life they choose.

For over 45 years, Kidney Care UK has been at the forefront of supporting people with kidney disease. From our early days when we campaigned to introduce donor cards in the UK, we have worked hard to support and represent the interests of everyone affected by kidney disease.

Promoting better outcomes for people living with kidney disease we actively seek applications from people who live with CKD or who have experience as a family member or health professional.

### **About the Peer Support Service**

The Peer Support Service connects people affected by CKD with a volunteer who shares a similar lived experience. We recruit, train and support volunteers to provide a friendly listening ear and share practical information to build confidence in decision making, explore options and make informed choices about a range of issues from treatment to travel. Patients, their families or caregivers access the service to request a conversation with someone matched on a range of factors which could include treatment modality, location, age and life experience.

### **Job role**

Working with the Peer Support & Volunteering Manager, you will deliver the service managing enquires from service users, matching them with appropriate volunteers and ensuring both service user and volunteer has an excellent experience.

You will be involved in the recruitment of peer supporters, supporting them through the application and onboarding process to prepare them for the role and the responsibilities.

We offer flexible working hours to support employees with family responsibilities, including those with children. We understand the importance of work-life balance and are happy to adjust schedules to accommodate your needs.

Kidney Care UK particularly encourages applications from people with lived experience of kidney disease as either a kidney patient, a family member or someone with professional experience of supporting people living with CKD.

This role is supporting a national service but we are particular looking for someone in the North East of England and Cumbria due to the outreach needed in this areas.

Interviews will be commencing from Monday 24<sup>th</sup> February

## Job Description

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<b>Reporting to</b>	Peer Support and Volunteering Manager
<b>Location</b>	Home based, with occasional UK travel.

## About the Peer Support Service

The Peer Support Service connects people affected by CKD with a volunteer who shares a similar lived experience. We recruit, train and support volunteers to provide a friendly listening ear and share practical information to build confidence in decision making, explore options and make informed choices about a range of issues from treatment to travel. Patients, their families or caregivers access the service to request a conversation with someone matched on a range of factors which could include treatment modality, location, age and life experience.

## Role summary and purpose

- Working with the Peer Support & Volunteering Manager, you will deliver the peer support service managing enquires from service users, matching them with appropriate volunteers and ensuring both service user and volunteer has an excellent experience.
- You will be involved in the recruitment of peer supporters, supporting them through the application and onboarding process to prepare them for the role and the responsibilities within a suitable time frame.

## Key responsibilities

### Peer Support Coordination

- Working with the Peer Support Manager to establish and maintain a quality peer support programme meeting the needs of people affected by kidney disease with an accessible well-regulated, safe and supportive service.
- To provide an excellent experience for clients seeking to benefit from peer support, ensuring their requests are dealt with in a professional, timely and friendly manner.
- To provide a point of contact for peer support volunteers, arranging their matches, recording feedback and supporting the Peer Support & Volunteering Manager to deliver an excellent volunteer experience.
- Establish positive and effective working relationships to further the objectives of the programme.
- Occasionally represent Kidney Care UK at external events relating to peer support and patient involvement.

### Peer Support Administration

- Receive, triage and action referrals, including matching them with a suitable volunteer and supporting the end-to-end process of the administration.
- Support and maintain a peer supporter database within the Kidney Care UK CRM.
- Support the recruitment and onboarding of new peer support volunteers; organising training events, checking documentation and references.
- Where appropriate to their role, facilitate the DBS application process for peer support volunteers and keep this data on the database up to date

### Patient partnership communication

- Demonstrate excellent interpersonal and communication skills to provide effective working with colleagues, partners and external stakeholders.
- Support and guide people in difficult situations where conversation about long term health conditions and / or personal lived experiences may be distressing.
- Be flexible within reason to attend meeting outside office hours so that communication is effective and meets the needs and availability of patients and stakeholders (as deemed reasonable and approved by your manager)

- Proactively cultivate relationships with Health Care Professionals in kidney units to promote and support access to peer support.
- Support the Peer Support & Volunteering Manager to sustain collaborative working with the peer support leads in each of the kidney units across the UK
- Be professional and confident in speaking with patients/family members/carers/live donors on the phone during the match process and feedback process

***Other***

- Work in line with Kidney Care UK's values and Code of Conduct.
- Demonstrate a commitment to personal development.
- Champion and promote equality, diversity and inclusion both in your area of work and the wider organisation to ensure that no person receives less favourable treatment than another on the grounds of: age; disability; marriage and civil partnership; pregnancy and maternity; race (ethnicity); religion or belief; sex (gender); gender reassignment or sexual orientation
- To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.
- Ensure compliance with the Charity's policies and procedures and requirements of the Data Protection and Freedom of Information Acts.
- The duties and responsibilities are not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.

## Person specification

<b>Job title:</b> Peer Support Coordinator			
<b>Education and qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Measured by</b> (Interview, app form, test)
Education to A level or equivalent knowledge, skills and experience		X	App form
<b>Knowledge and Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Measured by</b> (Interview, app form, test)
Supervising volunteers, recruiting, training, supervision and stewardship		X	Test
At least 2 years' experience of working in a client-facing administrative position, in charity or commercial sector.	X		App form
A good understanding of the impact of living with kidney disease, and the treatment pathways.		X	Interview
<b>Skills and Competencies</b>	<b>Essential</b>	<b>Desirable</b>	<b>Measured by</b> (Interview, app form, test)
Strong communication skills including the ability to relate and communicate with patients and staff at all levels and from different professions.	X		App form
Ability to manage to deadlines and within resources.	X		App form
Excellent and confident telephone manner.	X		Interview
Able to build strong and effective relationships with internal colleagues and external contacts	X		App form
Empathetic and caring by nature with a supportive approach to patient callers in finding out how we might best help the patient.	X		Interview
Excellent written and verbal communication skills	X		App form
Remote working i.e. being able to communicate through different online platforms comfortably whilst on duty and work as part of a team		X	Test
Ability to multitask and remain calm under pressure and the ability to be capable of proactively thinking of solutions to problems (ability to think on one's feet!)	X		App form
Proficiency in Microsoft 365.	X		App form
Previous experience of data entry and managing organisation databases/CRM systems.		X	Interview