



Peer Support Co-ordinator Recruitment Pack

Thank you for your interest in this exciting role. Here's some information to help you get a feel for what it might be like to work with us at Day One Trauma Support.

Day One is a young, ambitious national charity dedicated to supporting people impacted by serious or multiple injuries which could result in life changing consequences such as disability or death, referred to in the NHS as Major Trauma. We provide practical, emotional and financial support to adults and children as well as their families and loved ones. Inspired 'by patients for patients' our vision is that no one has to piece life back together on their own after catastrophic injury.

Our mission is to help anyone affected by major physical trauma piece their life back together – from day one and for as long as it takes.

We work alongside NHS clinical colleagues in Major Trauma Centres (primarily in the North of England), delivering support at the bedside in the aftermath of a major trauma, and across trauma networks providing a remote service through our National Offer. Our work is underpinned by understanding the 'lived experience' of people affected by their injuries and the significant trauma they have faced, and consequently, our championing of patient voice, influence and participation, along with being accessible to anyone in the UK at any stage of their recovery journey differentiates us from other signposting services in trauma care.

With good networks, a growing base of supporters and a passionate team of staff and volunteers, we are making a real difference to people at a time when they are extremely vulnerable and need rapid access to a range of practical and emotional support interventions.

We are looking for a passionate, proactive and organised self-starter with excellent communication and social skills able to join our team.

How to apply

Please email your CV, and a supporting statement (no more than 2 pages) demonstrating how you meet the criteria and outlining why you're interested in the role to our Peer Support Manager, Carley Stubbs, via carley.stubbs@dayonetrauma.org. Please feel free to contact Carley for an informal chat.

Closing date: Sunday 12 May 2024

Interview date: To be confirmed

Job description

OVERVIEW	
Job title	Peer Support Co-ordinator
Reports to	Peer Support Programme Manager
Hours	37.5 hours It is expected that work may be required outside normal working hours occasionally. However, time off in lieu is offered in accordance with the policies and procedures around working additional hours.
Contract	Permanent (subject to a six-month probationary review)
Salary	£28,000 - £30,000 per annum
Location	Home based within reasonable travelling distance of our existing services (primarily in the north of England).
Benefits	25 days per year, plus your birthday and Bank Holidays. Auto-enrolment into pension scheme; 5% employer contribution, 3% employee contribution. Employee Assistance Programme.

PURPOSE OF THE ROLE
<p>To provide operational support for Day One's Peer Support service, working closely with the Peer Support Programme Manager to coordinate and deliver a meaningful, effective and high-quality peer support service.</p> <p>To develop Day One's regional peer support approach/model.</p> <p>To assist with the recruitment, induction, training, development and supervision of volunteers with lived-experience of major trauma, enabling a positive volunteering experience for our lived-experience team.</p> <p>To work with colleagues to identify potential new volunteers, proactively and sensitively engaging, empowering and supporting those with lived-experience.</p> <p>To facilitate suitable peer support matches and conduct regular volunteer reviews; building confidence; and supporting well-being and personal development.</p> <p>To keep accurate and detailed records of service delivery, contributing to data collection, impact and outcome measurements, report writing.</p>

KEY RESPONSIBILITIES

The post holder's primary duties and responsibilities are as follows:

- Contribute to the scope, design, delivery and evaluation of Day One's regional Peer Support Programme including ensuring all policies and operational processes support a robust regional model.
- Effectively and sensitively assess support needs and preferences of volunteers and service-users to facilitate meaningful peer support matches, with appropriate boundaries, enhancing connections and outcomes.
- Co-ordinate and schedule volunteer activity (such as travel, events, socials, research, allocations).
- Monitor volunteer activity to identify, capture and roll out best practice.
- Provide follow-up support for service-users and/or volunteers if additional needs or safeguarding concerns are identified, in line with Day One policies.
- Assist with embedding regional peer support volunteers into hospital settings.
- Support the development of Day One's national lived experience network, contributing to the expansion and diversification of our volunteer base.
- Support the development of a digital programme, building a blended model to maximise the use of technology in the scale up of the peer support service.
- Work with those with lived experience of catastrophic injury, and those closest to them, to understand and capture the value of peer support and build service pathways that reflect this.
- Work closely with colleagues to recruit, onboard, train and support new and existing volunteers.
- Build relationships with NHS, Local Authority, statutory and voluntary agencies to embed Day One's Peer Support Programme in relevant networks, supporting delivery of high quality outcomes for patients, and those closest to them, affected by catastrophic injury.
- Facilitate groups and deliver learning and training to peer support volunteers, staff and other health care professionals where relevant.
- Maintain detailed records of activity and intervention with all service-users.
- Collect, record and share evidence of impact including quantitative and qualitative data, information and feedback for internal and external reporting, in line with policies, procedures, processes and best practice for protecting and managing data held by Day One.
- Provide cover for colleagues during periods of absence and support the wider services team with delivery and implementation of new services.
- Build awareness of the role and charity's purpose through strong relationships across major trauma networks, ensuring eligible people everywhere have access to Day One support.
- Strengthen Day One's presence through local/regional awareness raising activities and events, working closely with our Fundraising and Communications team, supporting national activity, as well as regional activity.
- Assist volunteers in representing Day One by supporting them to share their stories of major trauma injury and recovery in appropriate ways.

- Be prepared to travel as required.
- Keep up to date with developments within the trauma and peer support space.

OTHER – TO NOTE

Development of the job description

The job description is subject to future review. The post holder is expected to contribute towards determining the future content of this role in the best interests of the charity as it develops and grows.

Equality, Diversity and Inclusion

Day One Trauma Support is proud to commit to creating and celebrating a diverse and inclusive team to deliver the best quality service that we can. The people we support are unique, and we want you to be too. We are a welcoming and inclusive employer providing a family friendly and flexible environment. We are supportive of everyone regardless of their background. We'd like you to be able to bring your authentic self to work. We really value that. Be you!

Disclosure and Barring Service

If you are offered a position, you will be required to undertake a DBS check.

Working on hospital sites

While your contract of employment is with Day One Trauma Support, when you are working on site at NHS Trusts you must comply with any site rules, protocols and measures that are in place on that site or specific to the work you are undertaking. These will be discussed with you and will form part of any agreements between Day One and the respective NHS Trust/s.

For example, these may include:

- Access and infection control
- Health and safety
- Confidentiality
- Patient protocols

Person specification

	CRITERIA	IDENTIFIED THROUGH
KNOWLEDGE, EXPERIENCE, SKILLS, and ATTRIBUTES		
Essential	<p>Experience of:</p> <ul style="list-style-type: none"> • Working with, or supervising, volunteers (for e.g. recruitment, induction, training, development). • Service/project coordination, delivery and development within a service delivery organisation. • Group facilitation skills and/or delivering and coordinating training. • Collecting quantitative and qualitative data, sharing insights, contributing to reports for diverse audiences. • Working within agreed policies and processes, meeting quality and/or regulatory standards. • Safeguarding within a health, social care or service-delivery organisation. • Working across different environments and presenting to a diverse range of audiences including clinical and non-clinical professionals and people with lived experience. • Working autonomously and remotely. • Using a database system to maintain accurate records. <p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> • Peer support programmes and best practice. • The principals of safeguarding, confidentiality and data protection. • IT software and systems and programmes, e.g. Microsoft office suite and database systems. <p>Skills, abilities and qualities:</p> <ul style="list-style-type: none"> • Aligns with the values of Day One. • Has a professional, caring, sensitive and responsive approach. • Confident about speaking to people who are extremely vulnerable and have experienced serious injuries and traumatic events. • Ability to work consistently and safely within policies and procedures whilst maintaining professional boundaries at all times. • Emotional intelligence, resilience and adaptability. 	CV / Interview

	<ul style="list-style-type: none"> • Highly organised and responsive to others in a way that is both timely and professional. • Can remain cool and calm under pressure, make informed decisions and manage multiple priorities. 	
Desirable	<ul style="list-style-type: none"> • Understanding of specific issues that affect people who are impacted by serious and life-changing injury. • Experience of peer support and/or lived experience programmes in a healthcare, social care, charity or similar setting. • Experience of embedding and implementing services or initiatives, related to volunteers. • Experience of working with people impacted by serious injuries or major trauma in any setting. • A relevant qualification, such as project or volunteer management. • An understanding of basic cost control to ensure best value for money for the charity. • Commitment to, and evidence of, continuing personal and professional development. 	CV / Interview