



Programme Lead - Peer Support

What you need to know about this role:

Job Title:	Programme Lead – Peer Support Service
Responsible to:	Associate Director – Peer Support and Community
Contract:	21-months, with potential for + 1 year + 1 year extension – dependent on funding
Location:	Home based or hybrid (Vauxhall office) with some travel across England.
Working Hours:	Full-time - 35 hours per week (flexible, working minimum of 28 hours/per week considered)
Salary:	£40,000 plus £3,323 London weighting if applicable (pro rata if part-time)
Closing date:	gam on Monday 10 June 2024
Interviews:	Monday 17 June 2024 (online)

INFORMATION FOR APPLICANTS FOR THE POST OF Programme Lead – Peer Support

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

We have been successfully running the first ever national Peer Support Service for kinship carers in England for over two years since January 2022. 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.

About the role

The type of person we're looking for:

This is a new a role and a new structure for the team. You will need to be a strong, boundaried manager and leader. You will understand the power of building relationship-focussed peer support groups and the importance of in person local community engagement and outreach.

The team you lead will focus on community outreach and relationship building to develop new groups and new support group leaders through to independence. By independence, we mean that the groups will function successfully without a staff member present.

We want groups to feel a sense of community and belonging through all support and services we offer at Kinship, so your team will be the local contact. They are expected to be out and about in communities.

Your team will need to build resilience through in person outreach, support, training and connection to ensure groups are able to function independently before moving to new 'hub' team who will provide centralised support and community building.

Your team will also reach out to existing groups (providing a face of the service and a relationship with it), ensuring they have the resources they need and support to sustain their group and then transition to the 'hub' team. This will include in person visits.

Purpose of the role:

The role of Programme Lead is to oversee and take accountability for the development and creation of new sustainable kinship peer support groups across England in priority areas as part of a new **hub and spoke delivery model**. In this context, your team is the 'spoke' of the service, delivering local outreach, online groups (where appropriate) and relationship building with kinship carers.

Managing a national team of seven staff (two direct line reports), you will provide firm leadership, ensuring targets and funder SLAs are met consistently and the service is delivered to a high quality. You will provide monthly reports, ensuring delivery is on track and most importantly that kinship carers have an excellent and positive experience.

You will ensure that the transition to the new structure is smooth and communication to your team is clear and consistent.

You will be a deputy safeguarding lead for the organisation, joining the safeguarding team and ensuring best practice is embedded across the peer support team (with sign-off from the designated safeguarding lead).

Key responsibilities:

Management of peer support service (community outreach and development):

- Deliver sustainable peer support groups for kinship carers.
- Ensure policies and systems to deliver new groups and move others to sustainability, are followed and updated with user needs at the heart.

- Champion and innovate the peer support service blueprint.
- Oversee day-to-day operations for service delivery and meet KPIs and SLAs.
- Ensure excellent user journeys and experiences for kinship carers through the peer support service.
- Work with the marketing team and network development team to develop integrated promotional opportunities.
- Work with the National Peer Support Hub Lead to provide smooth transition for support group leaders over to the national 'hub'.

Service consistency, data management and quality assurance:

- Accountability for quality assurance of the 'spoke' service.
- Ensure team are using Salesforce consistently and accurately supporting performance, evaluation and learning and in line with data protection and GDPR.
- Lead continuous development and improvement of service through design and implementation of new systems (Salesforce) and process as required.
- Create monitoring and evaluation reports for service funders, Exec team and board as required.

Management and supervision:

- Line manage and supervise two Senior Peer Support Officers.
- Manage external partners who may deliver specific groups in underserved communities (contracts and delivery to SLAs).
- Set clear objectives to achieve team targets and outcomes.
- Actively encourage personal development and learning.
- Increase efficiencies and impact across the team.
- Ensure good team induction processes and systems are in place.
- Role model Kinship values.

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.
- Work in line with the Kinship values.

Safeguarding:

- As a deputy safeguarding lead at Kinship, you will work closely with other colleagues to identify areas of training for the organisation and identify improvements in delivery or processes.
- Support a learning culture to ensure staff feel able to develop knowledge and are confident in embedding excellent safeguarding practice and our policies.
- Joint organisational responsibility for our safeguarding practice and culture.
- Complete a minimum of Level 3 designated person safeguarding lead training and ongoing learning and development.

Knowledge, abilities, skills and experience

Essential experience:

- Substantial experience in delivering a high-profile national service or programme. This includes overseeing delivery, operational planning, monitoring, budgeting, managing delivery and meeting KPIs.
 - Significant experience of leading the development and delivery of peer support and community development services.
 - Significant experience of managing volunteer recruitment and retention.
 - Significant experience of change management and driving high performance.
-

- Substantial experience of safeguarding policies and procedures focussing on building a culture which values transparency, reflective practice and continuous learning.
- Strong leadership with a commitment to providing consistency, support and boundaries.
- Substantial experience of leading dispersed teams including managing wellbeing, development and performance.
- Experience of effective budget management.
- Experience of leading and managing continuous improvement in changing contexts, with good knowledge of the Double Diamond framework and how to implement well.
- Empathy and understanding and ability to manage and motivate dispersed teams with confidence and clarity while delivering against targets.
- Excellent written, verbal and visual communications with excellent attention to detail.
- Proven experience of managing complex stakeholder relationships with diplomacy and sensitivity while maintaining confidence.
- Good level of data literacy and confident using technology to help us to be better in our processes. You'll take accountability for the spoke team actively and intelligently using Salesforce (our case management system).
- Experience of ensuring that services are designed and led with user needs at the heart, ensuring that the voices of our kinship carers inform ongoing design and development of this service.
- A positive, can-do, solutions driven attitude that sets a clear culture for the team, setting boundaries and helping them to do their roles.
- Substantial safeguarding experience.

Desirable experience:

- Lived experience of kinship care.
- Experience of delivering high profile Government contracts would be advantageous.
- Understanding of children's social care.
- Good understanding of digital peer support tools and techniques.
- Full, clean driving licence/own car.

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

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

Key Contacts

<p>Internal:</p> <ul style="list-style-type: none"> • Senior Peer Support Officers • Peer Support 'spoke' team • National Peer Support Hub Lead • Safeguarding team • Exec team 	<p>External:</p> <ul style="list-style-type: none"> • Kinship carers • Independent peer support groups • Voluntary organisations
--	---

- | | |
|--|--|
| <ul style="list-style-type: none">• Salesforce team• Network Development Team• Marketing and communications teams• Campaigns and policy teams• Research team | |
|--|--|

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 four 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. Outline why you want to work at Kinship in this role, and how your values align to the Kinship ones? Please include a bit about your experience in this section.
2. This role will oversee a delivery team, who will need to be out in the community setting up and developing sustainable peer support groups lead by kinship carers, across England. Please give one example of how you have previously approached regional and local community outreach across a team. How did you ensure this approach was effective, efficient and strategic?
3. This service is a high-profile contract, funded by the Department for Education. Targets and SLAs need to be met while providing impact for kinship carers. Your team targets will be about developing sustainable peer support groups (lead by kinship carers). Please give a previous example of how you've delivered and met targets with high quality outputs. Please where possible relate to this job role.
4. You'll be leading a team who has been through a restructure, with new staff starting, and a new hub and spoke model to embed. You will need to work at pace, while providing strong leadership and clarity to the team. How would you approach the first three months, what will you prioritise and what will you need?
5. In this role you will be a deputy safeguarding lead at Kinship. Give one example of a safeguarding

situation that required your response in a previous role. Explain what your rationale and thought process was. How did you hold appropriate boundaries and progress actions to effectively safeguard vulnerable children and adults?

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.

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.

“

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)**

”

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

1093975