

Post:	Peer Support Manager
Hours:	16-20 hours per week Core hours are weekdays 9.30am–2.30pm. We are a flexible employer and will consider a range of working patterns.
Type of contract:	Fixed-term 3-year contract; may be extended depending on funding
Base:	Office-based, with the possibility of some home working
Salary:	£24,800 pro rata
Annual leave:	20 days plus Bank Holidays pro rata
Reporting to:	Director of Strategy

Background

Sheffield Parent Carer Forum have received funding from Sheffield Clinical Commissioning Group and South Yorkshire Integrated Care System (ICS) to develop a brand-new peer support service for parents of children and young people aged 0-25 years with additional needs. Whilst the funding for this project is focussed around pre- and post-diagnosis support for parents of children with autism and/or learning disability, we will extend the offer to all families of children and young people with any kind of special educational need or disability in Sheffield. Families will be able to access the service at any time through their child's or young person's journey, including on multiple occasions if needed.

Job purpose

The Peer Support Manager will be responsible for developing and setting up a brand-new pre- and post-diagnosis parent peer support service for our organisation. This will include recruitment and overview of peer support workers.

Main duties:

- Promote and advertise the service widely
- Hold co-production events and focus groups to inform development of the service
- Recruit, train, oversee and line manage peer support workers
- Report to project lead on a weekly/monthly basis
- Be responsible for monitoring and collation of parent feedback and themes and report to a multi-agency Neurodevelopment task and finish group to ensure their priorities align with parents' lived experience

- Work closely with identified health staff around the development of a keyworker role and co-produce a referral/escalation pathway
- Build stronger relationships with existing parent support groups, voluntary community social enterprise (VCSE) sector and community groups
- Work with Sheffield Carers Centre to develop workshops, training and possible events for parent carers of young adults
- Organise, plan and prepare parent training/workshops, liaising with 3rd party organisations where necessary
- Build relationships with Family Centres and other children's and adult services within education, health and care to promote and publicise the service to families
- Develop a way to collate feedback from families to evaluate the impact of the service and monitor outcomes
- Undertake appropriate risk assessments

This is not a final and complete statement of duties and may be amended from time to time in accordance with the changing needs of the role.

The job description forms part of the contract of employment

Person specification

Essential knowledge and skills

- A high level of understanding of the issues affecting families of children and young people with additional needs aged 0-25 years in Sheffield through personal experience
- A high level of computer literacy; proficiency in the use of MS Office applications, videoconferencing and social media
- Experience of recruiting, managing and training staff
- Experience of running workshops/training sessions
- Flexibility – an amount of evening/weekend work will be required
- Own transport and full clean driving license
- Excellent written and oral communication skills with the ability to present complex information in an accessible manner for a variety of audiences
- Awareness of the importance of confidentiality
- Excellent interpersonal skills
- High level of initiative and ability to work with minimal supervision
- Excellent organisational skills, ability to prioritise own workload and work to tight deadlines
- Ability to work as part of a team
- A non-judgemental attitude

Desirable knowledge and skills

- Previous experience of being responsible for setting up or developing something from the beginning, e.g. training, a service or project
- An understanding of relevant SEND legislation and guidance, such as the Children and Families Act 2014 and the 0-25 SEND Code of Practice
- Experience of working with community groups
- Experience of volunteering or working for a charity

SPCF is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

SPCF is an equal opportunities employer.