

Post:	Peer Support Worker
Hours:	Flexible, with the possibility of some paid overtime with prior agreement. Core hours are weekdays 9.30am–2.30pm, but there will need to be flexibility in working evenings or weekends to meet the needs of the project. We are a flexible employer and will consider a range of working patterns as long as it fits with the project.
Type of contract:	Fixed-term 3-year contract
Base:	Home-based, with a mixture of face-to-face delivery across Sheffield (subject to Covid-19 restrictions) and virtual meetings
Salary:	£18,200 / £10 per hour
Annual leave:	20 days plus Bank Holidays pro rata
Reporting to:	Peer Support Manager

Background

Sheffield Parent Carer Forum (SPCF) has received funding from NHS South Yorkshire Integrated Care Board to develop a brand-new Peer Support Service for parent carers of children and young people aged 0-25 years with special educational needs and disabilities (SEND) in Sheffield. Parent feedback evidences that this is a high priority for parents and there is a gap in Sheffield for this type of support. Parent carer experience and co-production will be at the heart of the development of the service to ensure it meets the needs of families. Parent carers whose children or young people with SEND live in, are educated in or access a Sheffield service will be able to access the peer support service. As this is a new service, it will begin as peer information and advice and will gradually develop into a service that can offer peer support on a casework basis. Peer support workers will be offered training as part of the role.

Job purpose

The peer support workers will work with parent carers to give information, advice and support to empower parent carers to access services and reduce isolation. This will be in a variety of ways, including telephone support, virtual appointments and drop-in sessions in local communities. Group workshops will also be delivered as part of the service.

Main duties

- Liaise with parent carers to offer support and guidance for their children and young people with SEND
- Build positive relationships with parent carers helping them to feel comfortable when sharing their thoughts and concerns
- Arrange follow-up conversations to ensure the service has met the needs of the parent carers where possible or to highlight any gaps in Sheffield

- Ensure that parent carers and their experiences are at the heart of the service
- Remain a consistent point of contact for parent carers
- Build positive relationships with local communities and Family Centres to support families who access their services
- Build positive relationships with services in Sheffield across education, health and care to ensure knowledge of their offers is current
- Assist in delivery of parent workshops
- Log all enquiries and outcomes
- Complete reports as requested

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

The job description forms part of the contract of employment.

Person specification

Essential knowledge and skills

- Experience of being the parent/carer of a child or young person with SEND or experience of working with families of children or young people with SEND and knowledge of challenges families face
- A high level of knowledge of SEND services in Sheffield
- Flexibility – an amount of evening/weekend work will be required
- Own transport and full clean driving license
- High level of computer literacy; proficiency in the use of MS Office applications, social media (e.g. Facebook) and video conferencing (e.g. Zoom/Teams)
- Excellent written and oral communication skills with the ability to present complex information in an accessible manner for a variety of audiences
- Excellent interpersonal skills
- Self-motivated; 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

- Experience of peer support work with families of children and young people with SEND. This could be on a personal or voluntary basis
- Experience of working with community groups
- Knowledge of community languages
- Experience of delivering workshops

SPCF is committed to safeguarding and promoting the welfare of children and young people. Whilst undertaking duties in the role, the highest priority must be given to following national

guidance and approaches to safeguard children and following all procedures outlined in the SPCF Safeguarding Policy.

SPCF is an equal opportunities employer.