

**Job Description**

**Job:** Peer Support Coordinator

**Location:** Main Base: 26-28 Heathcoat Street, Nottingham,

NG1 3AA. You will be required to work in other locations

**Hours:** 22.5 hours per week

**Salary:** £26,715 FTE (£16,029 Pro rata)

**Line Manager:** Services Manager

**Job Purpose**

Peer support is a fundamental aspect of the work at My Sight Notts, creating a unifying theme through everything we offer. We facilitate peer support to help people come to terms with the practical and emotional difficulties they face as a result of their vision impairment. The coordinator will deliver our Shared Vision service facilitating group sessions where people are allowed the time, space and support to talk about and work through issues they are experiencing as a result of living with sight loss. The coordinator will deliver practical advice and emotional support and refer to other internal My Sight Notts services where appropriate.

**Duties**

* To coordinate an exceptional practical and emotional support service for people with sight loss to help improve their mental health, wellbeing, independence and personal safety, as they adjust to living with sight loss
* To create ongoing peer support networks to help people better adjust to living with sight loss
* Refer people with sight loss to other internal services and activities as well as signpost to other external support, advice and guidance where needed
* Contribute to joint and team working across My Sight Notts, undertaking other tasks as agreed with the Services Manager
* Support and supervise volunteers with lived experience of sight loss that support and add value to the service
* Ensure monitoring systems are in place to track activities and service user numbers and to track outcomes effectively
* Ensure appropriate administration systems are in place to support the role including administration systems and sharing of knowledge and good practice
* Support the Services Manager to establish and maintain relationships with statutory and voluntary sector organisations in order to coordinate service delivery, collaboration and increase our collective voice and influence
* Work with partners and stakeholders, establishing and maintaining a high level of awareness of the project to generate regular referrals
* Work with the Fundraising Manager to ensure that information, client stories, quotes and case studies are collected to feed into funding proposals, reports and campaigns
* Provide additional support as required including organising training and meetings, supporting key organisational events, ensuring documents for staff and services users are available in accessible formats

**Person Specification**

**Essential:**

* Proven experience of working in an empathetic or therapeutic role
* Strong interpersonal and relationship-building skills
* Experience of facilitating group peer support
* Excellent verbal and written communication skills
* Highly organised, with the ability to manage multiple tasks and meet deadlines
* Creative and proactive approach to problem-solving
* Proficient in using Microsoft Office and CRM systems

**Desirable:**

* Understanding of the sight loss community and its needs
* A knowledge of the local practical support services

**What We Offer**

* The opportunity to make a real difference to people living with sight loss
* A supportive and friendly team environment
* Employee Assistance Programme