Job Title: **Peer Support Co-ordinator**

Reporting to: National Coordinator of Counselling Services

Location: Remote working with attendance at meetings in Park West, Dublin 22 occasionally

Days : 3 days per week

## *Purpose*

Lead the operation and development of the IKA Peer Support, liaising with patients and their families and peer support volunteers.

## *Duties and Responsibilities*

**Peer Support and Service Delivery**

1. Manage peer support referrals ensuring referrals are responded to and assigned promptly
2. Respond to enquiries from all sources e.g hospitals and liaise with peers/families and peer support volunteers
3. Working with a team to select, recruit and train volunteers
4. Organise volunteer meetings and team-building days
5. Promote the service by providing content for social media and support magazine, visiting hospitals and centers as necessary
6. Work with the administrator to set up referral process in salesforce and zoom meetings

**Team Leadership**

1. Ensure co-production principles and methodologies are at the foundation of all practices.
2. Guide and support Peer, volunteers, fostering a culture of mutual respect and co-learning relationships.
3. Act as a team mentor on best practices in relational peer support and safeguarding.

**Service Development**

1. Work collaboratively with the manager, team and community to evaluate impact and adapt supports that reflect the evolving needs of the community.
2. Support the design and implementation of new peer-led initiatives, such as tailored support for diverse groups.

**Support Safeguarding and Safety**

1. Serve as a trusted point of contact for safety concerns, ensuring all challenges are handled in line with the Irish Kidneys Association policies and values.
2. Promote a culture of emotional safety and bravery, equipping the team with tools to maintain safeguarding standards.
3. Make informed choices based on peer support principles

**Administration, Reporting, and Data Collection**

1. Maintain accurate documentation of referrals, sessions, and concerns using salesforce
2. Streamline use of our feedback mechanisms for data collection.
3. Contribute to program evaluation, impact reports, and research initiatives.
4. Provide reports on key performance indicators and service development with continuous evaluation and data collection on the specific impact of peer support

**Community Representation and Stakeholder Engagement**

1. Represent Irish Kidney Association at conferences, presentations, and partnership meetings.
2. Actively engage with community members to promote participation in Irish Kidney Association activities.
3. Build relationships with external stakeholders to enhance program reach and sustainability, while developing co-production partners and collaborative working opportunities.

**Self-Care and Boundaries**

1. Promote self-care practices, personal capacity building and advocacy.
2. Engage in team co-reflections, personal care and safety measures, ensuring you are supporting yourself and your needs.
3. Build learning-based relationships within support structures with clearly defined boundaries.

Key Competencies

**Essential skills**

1. Self-starter with the ability to work on own initiative
2. Experiential Insight: Developed understanding of your lived experience and an ability to apply it to your work.
3. Knowledge of Peer Support Principles: Application of co-production, intentional peer support, trauma-informed care principles
4. Facilitation Skills: Skilled in leading group discussions, creating safe/brave spaces, and fostering mutual learning environments.
5. Communication: Excellent interpersonal, verbal, and written communication skills.
6. Boundary Management: Ability to set, maintain and model professional boundaries while promoting mutuality and trust.
7. Reflection: Proven commitment to engaging in reflective practices and personal care.

**Knowledge and Experience**

1. Peer Support and Recovery Models: Strong understanding of the peer support movement, recovery capital and associated models of care.
2. Peer Support Delivery: Significant experience in peer support or group facilitation, or related fields.
3. Safeguarding Policies: Comprehensive understanding of safeguarding best practices and relevant policy.
4. Diversity and Inclusion: Awareness of the challenges faced by marginalised communities
5. Supervision and Mentorship: Experience working with, supervising and mentoring volunteers
6. Partnerships and Collaboration: Proven ability to engage stakeholders and build collaborative relationships.
7. Communication and Influencing Skills
8. Highly Organised Project Management Skills
9. Proficient in use of information technology, email, office 365 and database management system.
10. Ability to work effectively as part of a team
11. Openness, passion and expertise
12. Ability to problem solve

Desirable:

* Policy and Program Development: Experience contributing to program design, evaluation, and continuous improvement.
* Mental Health and Substance Use: Understanding of mental health and substance use challenges, and their systemic impacts.
* Knowledge of Salesforce

## *Other Requirements*

* Occasional out of office working hours (time off in lieu given)
* Availability to work flexible hours
* Some occasional travel requirements

*This job description is intended as a summary of the primary responsibilities and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or that may be required to do either now or in the future.*

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