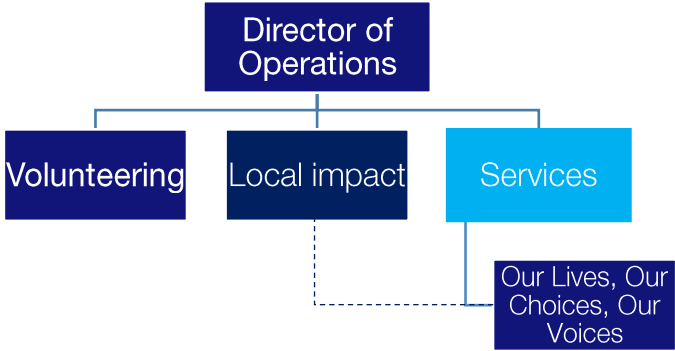
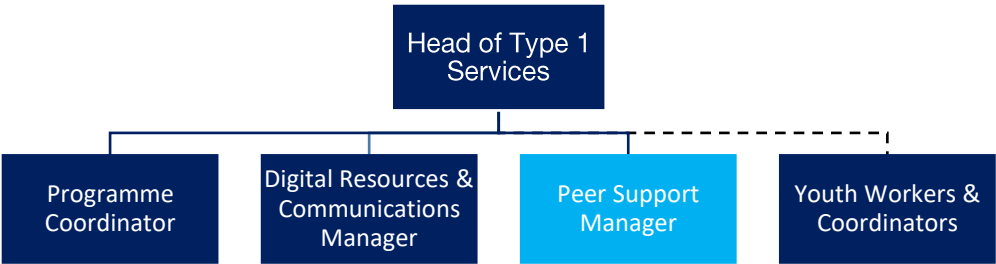


<p><b>Job Title</b> Peer Support Manager – <i>Our Lives, Our Choices, Our Voices</i></p>	<p><b>Directorate and team</b> This role sits in the <b>Services team</b> in the <b>Operations directorate</b></p>
<p><b>Key focus of the role</b> You will oversee a programme-wide strategic plan for our peer support services focused around children and young people living with type 1 diabetes. You will coordinate across regional, national and UK-wide teams, collaborating with colleagues to design, deliver and evaluate services that meet the diverse needs of young people and families. You will advise on models, techniques and platforms that are appropriate to our audiences, and on processes to ensure children and young people can connect and support one another safely and securely. Through programme-wide evaluation and ongoing learning and improvement, you will secure the sustainability of our peer support services into the future.</p>	<p><b>Department</b></p>  <pre> graph TD     DO[Director of Operations] --&gt; V[Volunteering]     DO --&gt; LI[Local impact]     DO --&gt; S[Services]     S --- OLCV[Our Lives, Our Choices, Our Voices]     </pre>
<p><b>Key deliverables</b></p> <ul style="list-style-type: none"> <li>▪ A programme-wide plan for delivery of peer support activity regionally, nationally, and UK-wide.</li> <li>▪ Digital solutions for connecting young people and families.</li> <li>▪ Effective oversight, monitoring and evaluation of approaches for peer support across the programme</li> <li>▪ Consistent and training &amp; support offer for peer support leads</li> </ul>	<p><b>Job and reporting Line</b></p>  <pre> graph TD     H1S[Head of Type 1 Services] --&gt; PC[Programme Coordinator]     H1S --&gt; DRCM[Digital Resources &amp; Communications Manager]     H1S --&gt; PSM[Peer Support Manager]     H1S --&gt; YWC[Youth Workers &amp; Coordinators]     </pre>
<p><b>Contractual information</b></p> <ul style="list-style-type: none"> <li>▪ <b>Contract type:</b> Permanent (five year funding)</li> <li>▪ <b>Hours:</b> 35 hours per week (full-time)</li> <li>▪ <b>Pay range:</b> Band 5</li> </ul>	
<p><b>Key working relationships internal</b> Type 1 services teams, Youth coordinators and youth workers, Content and Creative teams, Strategic Marketing, regional/national comms teams,</p>	
<p><b>Key working relationships external</b> Children &amp; young people living with type 1 diabetes, healthcare professionals and networks, diabetes charities and websites/networks</p>	

All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- the key activities you'll undertake (**the What**) and
- the skills, knowledge, experience and behaviours you need to be successful in this role (**the How**).

**Key activities – What you need to do**

Setting & Delivering Strategy & Objectives	Managing Resources	Improving Delivery	Collaborating with colleagues
<p><b>1.</b> Set the overall ambition and plan for delivery of peer support services across the programme, working closely with colleagues in nations and regions.</p> <p><b>2.</b> Develop and manage a programme-wide schedule of peer support activity to provide an overview of planned and ongoing sessions, face to face and digital.</p> <p><b>3.</b> Design and deliver centrally-managed digital peer support initiatives to connect children and young people, as well as parents and families, building on learnings from previous projects and services.</p>	<p><b>4.</b> Coordinate design and delivery of a training and support for young people leading peer support, in collaboration with programme team colleagues.</p> <p><b>5.</b> Put in place robust support, supervision and safeguarding processes for young people engaged in peer support, so that they can take part safely and with confidence.</p> <p><b>6.</b> Monitor budgets for central peer support activity within the programme, raising any risks or issues with the Head.</p> <p><b>7.</b> Ensure that data collection across peer support services contributes to agreed programme KPIs and facilitates learning and improvement.</p>	<p><b>8.</b> Provide insight and advice to colleagues on sustainable peer support models that could most effectively deliver our ambition for connecting and supporting children and young people.</p> <p><b>9.</b> Establish routine reflection and learning processes with colleagues, working with feedback and evaluation data to identify improvements in processes and ways of working.</p> <p><b>10.</b> Build requirements for (and procure if needed) appropriate digital technologies to connect children and young people safely, linking with existing technology in use across the charity.</p>	<p><b>11.</b> Create opportunities to collaborate with colleagues in the programme team who are leading on peer support activity with younger people in their region or nation.</p> <p><b>12.</b> Build relationships with teams and colleagues outside of the programme who are leading on peer support, including our online Support Forum team, and Digital team for guidance on channels and technology.</p> <p><b>13.</b> Work with the programme evaluator to build the evidence base around peer support services, to define service-specific outcomes as well as the overall contribution to programme-level objectives.</p>

**Skills, knowledge, experience and behaviours – How you need to do it**

Managing and Developing Others	Managing resources	Managing & Developing self	Improving delivery
<p><b>1.</b> Apply significant experience of working with children and young people to develop targeted peer support services and platforms.</p> <p><b>2.</b> Bring an understanding of learning and development as well as ongoing support needs, to build a development framework for peer support volunteers.</p> <p><b>3.</b> Confidently plan and facilitate meetings and workshops with a range of colleagues, volunteers and external stakeholders.</p>	<p><b>4.</b> Apply strong organisational and project management skills to delivery of your objectives as well as to the coordination of activity in multiple geographies.</p> <p><b>5.</b> Demonstrate awareness of the complexities of working in matrix teams, with competing demands on internal capacity.</p> <p><b>6.</b> Show strong understanding of the use of digital technologies to connect people in one-to-one, small group and large event settings</p>	<p><b>7.</b> Manage your time effectively to achieve own objectives while supporting wider delivery of initiatives for children &amp; young people across the programme.</p> <p><b>8.</b> Commit to building your knowledge of type 1 diabetes and the impacts of the condition on children, young people and their families.</p> <p><b>9.</b> Actively horizon-scan and review the evidence base to keep up to date with good practice and to feed learnings into the programme.</p> <p><b>10.</b> Demonstrate a willingness to travel occasionally, or to work outside of office hours if needed.</p>	<p><b>11.</b> Apply a methodical and inclusive approach to the scoping and development of peer support activities to meet the needs of younger people of varying ages and backgrounds.</p> <p><b>12.</b> Demonstrate a close understanding of the reputational, legal, GDPR, consent and safeguarding risks involved with peer support services, and how to mitigate against these risks.</p> <p><b>13.</b> Show a good level of understanding of monitoring &amp; evaluation processes, and of data collection for reporting purposes.</p>

**Qualifications – Qualifications you need to carry out this role**

n/a