



Senior Peer Support Development Officer:
London and the South East
Services and Digital Department
Peer Support and Community Team

Information for applicants for the post of: *Senior Peer Support Development Officer. London and the South East*

Thank you for your interest in the above role. This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

Role details:

Job title: Senior Peer Support Development Officer. London and the South East

Responsible to: Peer Support Programme Lead

Duration: Fixed Term until the end of March 26 with the possibility of 1 + 1 year extension

Location: Home-based or office-based (Vauxhall)

Working Hours: 35 hours per week (we offer flexibility so that you can fit your job around your home life - which is really important to us).

Salary: £29,000 pa (plus London weighting where applicable £3,323)

Direct reports: Up to 4 Peer Support Development officers.

Leave allocation: 30 days annual leave, plus bank holidays (1 April to 31 March).

We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

About Kinship:

We are Kinship. The leading kinship care charity in England and Wales. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to.

We are made by and for our community of kinship carers. Like family, relationships run deep. And we hear their experiences; for too long they have been isolated without the help they need.

We support, advise and inform kinship carers. Connecting them so they feel empowered.

Because a child needs the love and warmth of a thriving family.

We develop research, campaigns and policy solutions. Creating positive change across society.

Because for kinship families, love alone is not enough.

Through our work we harness frustrations to fuel passion for change. And tough experiences to inspire ideas that transform lives.

And as we see momentum building, we keep using evidence to demonstrate the value of kinship care. Helping kinship carers navigate challenging circumstances. Believing in a child's potential.

Join us. Together, let's commit to change for kinship families.

About the role:

Funded by the Department of Education, the National Peer Support Service is a game-changing service that creates a sustainable and life-changing legacy. It builds on Kinship's 10 years of experience in developing peer support groups and two years of delivering a national service that has set up 145 new groups.

This role is community-based and focuses on engaging kinship carers, bringing them together to form Peer Support Groups, and supporting them to achieve independence at which point they will receive ongoing support from our national Hub. You will be home-based with frequent travel across the London Boroughs and the South East of England, but initially predominantly working in and around Greater London. Some note some work outside this area may be required.

You will do this by working with local authorities, schools, other charities and community groups. Arranging information events such as coffee mornings to engage kinship carers.

You'll create a welcoming, inclusive, and supportive community for kinship carers, building belonging, resilience, and empowerment.

Who we are looking for:

We are seeking an individual located in or close to Greater London, and willing to travel across the South East of England who possesses the drive, passion, and skills to:

- Establish new Peer Support Groups across a diverse range of communities
- Supervise a small team of Peer Support Development Officers
- Demonstrate the energy and enthusiasm required to inspire yourself and your team to achieve key targets and objectives
- Work collaboratively within the Peer Support and Community Team, as well as throughout the broader organisation, to ensure the delivery of safe and effective support services for the kinship community
- Maintain current Peer Support Groups, taking the lead from the national Hub.
- Maintain accurate records that are used to populate reports, identify learning and share key insights across Kinship that allow the organisation to continuously improve our services and products

In the role of Senior Peer Support Officer, you will be instrumental in ensuring the delivery of a high-quality, consistent, and sustainable peer support service that has a significant impact on the lives of kinship carers.

You should have experience in developing and maintaining meaningful relationships with various community-based stakeholders such as local authorities, health services, schools, charities, and kinship carers. You will need to understand the key success factors involved in establishing and developing new in-person groups in areas of high need, as well as how to support existing groups in their journey toward sustainability.

As a practical thinker, you will work creatively to identify stakeholders and assets in areas of high need. You will build local connections and bring together kinship carers across the region, empowering them to build resilient and robust peer support communities.

You will be confident in building relationships that generate referrals from external stakeholders and in contacting kinship carers directly to secure engagement with local coffee mornings, community, and training events that will help kick-start a thriving peer support group.

As you establish new groups, you will provide training to help them lead their groups effectively, and develop a healthy group culture, resilience, and skills to function independently while offering reassurance and support to empower them.

You will be an inspirational and energetic team leader with experience in providing day-to-day line management and operational support for a small team.

We are ideally looking for candidates based in or around Greater London and willing to work initially across the London Boroughs and into the South East of England. This role may involve work to establish groups on the periphery of this area that currently have no dedicated Development staff.

An essential requirement of the role is to be a driver with access to a vehicle for work purposes.

Key responsibilities:

Service delivery:

- In person (face-to-face) strategic outreach into local and regional communities including setting up and attending local engagement events.
- Work creatively to set up and develop new sustainable in person peer support groups, attending up to six sessions in person (if needed) before transition to self-sufficiency. Existing groups that are at risk, closed or need support will

need replacing or rejuvenating to maintain DfE service level agreements across the team, in addition to the development of new groups

- Recruit and retain support group leaders to develop their peer support groups
- Deliver training to support group leaders (group roles and responsibilities, safeguarding, setting up, running, and promoting a group)
- Develop strong boundaries and positive relationships with support group leaders – building resilience, empowerment, and community
- Support established groups in your area to access support group leader networks and training (this includes visiting groups in person) to build a peer community
- Help develop and deliver a service blueprint for sustainable peer support groups, thinking strategically about how to develop groups
- You'll collaborate closely with the 'Hub' team to provide a joined-up and positive user experience for kinship carers. This collaborative approach is key to our success and ensures that kinship carers receive the best possible support
- Manage special interest groups and regional online groups as required, transitioning to 'Hub' team for sustainability and work with partners

Service quality, development and data management:

- Accurately record all recruitment, contact information and volunteer case management in Salesforce in line with service framework and data protection requirements
- Ensure accurate data entry in Salesforce to support service performance, evaluation and learning
- Provide regular reports to ensure targets and SLA are met for the service.
- Support continuous development and improvement of the service (new systems and processes) as required

Management and supervision:

- Inspire, motivate and be responsible for day-to-day line management and supervising up to 4 staff members
- Oversee tactical development of new sustainable groups in your area and your team
- Help set clear objectives to achieve targets and outcomes
- Actively encourage personal development and learning
- Increase efficiencies and impact across the team
- Ensure good team induction processes and systems are in place
- Role model Kinship values

Team culture:

- Act in the best interest of Kinship and the families we support. Maintain and contribute up-to-date understanding of kinship care

- Deliver effective administration with attention to detail and keeping to deadlines
- You'll identify and contribute to appropriate case studies to demonstrate the impact of Kinship services and contribute to policy and campaign work. Your work will directly contribute to our advocacy efforts and help us drive positive change for kinship carers.
- Actively contribute to delivering and evidencing a high-performing service.
- Take responsibility for your ongoing continued professional development.
- Work in line with the Kinship values.

Knowledge, abilities, skills and experience (person spec):

Essential:

- Experience of team leadership or line management and supervision of a small team and managing performance to deliver targets effectively.
- Proven experience in reaching and establishing strong relationships with hidden or underserved communities in person.
- Experience developing peer support communities.
- Proven experience of recruiting, managing, training and supporting volunteers in community settings with an emphasis on understanding and working with vulnerable volunteers.
- Proven experience of ensuring outcomes and impacts of services is evidenced through high-quality data collection.
- Evidence of delivering training/support to volunteers,
- Strong facilitation skills and essential experience of peer support or user led groups with charity beneficiaries.
- Understanding of safeguarding particularly around vulnerable families.
- Excellent communication and engagement skills, with good attention to detail.
- Full driving license and use of a car for work purposes.

Desirable:

- Lived experience of kinship care
- Experience of using a customer relationship management system effectively (we use Salesforce)
- Digital community building (Facebook / WhatsApp etc)

General characteristics and attributes:

- Flexible and willing to travel for work across England and Wales
- Drive and have access to a vehicle
- Commitment to the values, aims and objectives of Kinship
- A real commitment to equity, diversity and inclusion within your role and a respectful approach to working with people from a range of backgrounds

- Good standard of written and spoken English
- Permission to work in the UK
- Able to remain focused on the primary task of establishing new peer support groups, ensuring that more kinship carers have access to high-quality peer support

Key behaviors required:

- Relational approach
- Self-aware
- Calm under pressure and good with difficult conversations
- Clear, straightforward communication
- Resilient
- Assertive and firm
- Dependable
- Accountable for your work
- Solutions focus, can-do attitude
- Shows initiative and anticipates activity and challenges
- Positive attitude and approach
- Respectful
- Professional
- Empathic, sensitive, tactful

Key contacts:

- Associate Director Peer Support and Community
- Programme Lead - Peer Support
- National Peer Support Hub Lead
- Peer Support Development Team
- Peer Support Hub Team
- Advice, Training and Information Team
- Network Development Team
- Communications and marketing Team
- Kinship carers
- Local partners, local authorities and community influencers

What it means to work at Kinship:

Our vision:

A society in which kinship carers and the children they care for are recognised, valued and supported.

Our mission:

To ensure that kinship carers and the children they care for get the support and recognition they need.

"Knowing what you do helps kinship families that really need support. Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers."

(Staff member at Kinship)

We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.

Our Kinship values:

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions
- Ask for and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



Equality, diversity and inclusion:

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work.

We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate application information:

Please refer to the job description for this role to check that you meet the criteria in the "knowledge, skills and experience" section that are necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

How to apply:

Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons.

Kinship reserves the right to close a recruitment campaign earlier than the advertised where we have received sufficient applications.

Please apply for the role of Senior Peer Support Development Officer London and the South East by sending a CV and cover letter (no more than 2 pages) to recruitment@kinship.org.uk FAO Deborah Fox

Please include your notice period and earliest availability to start.

Some tips for your application:

- Make sure you've read the job description and the essential requirements – make sure your answer reflects those points in the requirements very clearly
- Really tell us why you want to work for Kinship. We're interested in working with people who share our values. You can read about our values above

- Keep your response clear – use bullet points and short paragraphs if that helps. It will help the recruitment team to really focus on your answer
- Don't go over 2 pages on your cover letter
- Please do not use AI tools like ChatGPT to produce your answers. We use software to check and your application will be rejected if you do

Key dates:

Apply: recruitment@kinship.org.uk FAO Deborah Fox
Application deadline: Sunday 9 February 2025 - midnight
Interviews: Thursday 13 January 2025 – online

If you would like further information or an informal chat about this role, please contact Deborah Fox (Programme Lead and line manager)

E: Deborah.fox@kinship.org.uk

Conditions of employment and what we offer:

Working hours:

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March).
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.

Flexible working:

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Learning and development:

A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Health and wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount

Travel:

For this role, there is a requirement to occasionally travel across the nations (England and Wales). There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme:

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

Probationary period:

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and really passionate about doing their best for kinship carers.

We will **guarantee interviews** to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note:

This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.