

Post:	Volunteer Peer Coordinator – Housing and Homelessness
Responsible to:	Service Lead – Housing Support Service
Location:	Based South Ayrshire, working across South and East Ayrshire
Salary:	£21,500 per annum
Contract:	Permanent, full time post (35 hour week)
Closing Date:	Friday 24th September 2021

SeAscape provide an outreach Housing Support Service to people aged 26 and over living in temporary or permanent accommodation in the community where there is a risk of homelessness or rough sleeping. Working with people and a range of partner agencies to prevent homelessness where possible, and to achieve a positive outcome, improve tenancy sustainment and prevent repeat homelessness from occurring where homelessness cannot be prevented in the first place.

Purpose of Post

The purpose of this post is to support the development and coordination of volunteer peer involvement throughout the service. Supporting people with lived experience of homelessness to carry out volunteer-based peer support roles and contribute to the evaluation and development of our services in order to place people with lived experience at the heart of what we do and all decision making.

The duties fall into three key areas:

- Recruit, Lead and Support Volunteers
- Coordinate and Develop Peer Based Support and Activities
- Building and Maintaining Relationships with external partners to promote Collaboration and improve outcomes
- Facilitation of Service User forums

Job Activities and Responsibilities

Recruit, Lead and Support Volunteers

- Develop and coordinate volunteering opportunities for people with lived or living experience of homelessness and / or recovery from alcohol and / or drug use
- Recruit volunteers with lived experience of homelessness and / or recovery from alcohol and / or drug use
- Provide guidance and support for volunteers to undertake assigned tasks and activities.
- Identify, coordinate, and deliver (where appropriate) training for volunteers
- Provide support and supervision for volunteer peer workers
- Ensure all volunteers adhere to relevant policies and procedures and report any concerns to the Service Lead / Operations Manager as required.
- Keep accurate records and prepare reports detailing volunteering activities within agreed timescales.
- Provide peer based support to those participating in activities and volunteers, offering peer support, motivation and guidance.

Coordinate and Develop Peer Based Support and Activities

- Support the REACH and Resettlement Support Team to engage with and support people who have recently been liberated from prison, have a history of repeat homelessness, alcohol and / or drug misuse etc.
- Work as part of the wider SeAscape Team to develop volunteering opportunities for people with lived experience across all services.
- Establish and Coordinate Peer Group Based Activities and Life Skills Workshops.
- Work closely with the Service Lead and other colleagues to implement 1:1 peer support activities effectively and efficiently alongside the support provided by our Housing Support Workers.

Building and Maintaining Relationships with external partners to promote Collaboration and Improve Outcomes

- Establish and develop relationships and good communication links with appropriate organisations to further develop peer based activities and improve outcomes.
- Attend relevant internal and external meetings, events and conference to represent the team and promote the service.

Facilitation of Service User Forums

- Assist the Service Lead and Operations Manager to develop pathways for peer involvement throughout the service.
- Re-establish regular service users forums as COVID-19 restrictions ease
- Facilitate / Support the facilitation of Service User Forums

Other General Responsibilities

- Ensure information and advice is communicated in a clear, concise and accurate manner to volunteers, team members and partners.
- Participate in ongoing training and development relevant to the post and participate in team meetings and supervision.
- Adhere to all relevant policies, procedures, legislation and safeguarding practices.
- Undertake other tasks as appropriate to the role as requested.

Person Specification

Personal Skills and Attributes

- Committed to positively supporting others
- Ability to demonstrate strong values and appropriate attitude towards people
- Ability to lead by example and support and motivate a team
- Demonstrate and promote resilience
- Ability to manage group dynamics and conflict to ensure any issues are identified and resolved quickly.
- Ability to effectively plan your diary, maximise the use of your time and work flexible hours including evening and weekends (as required)
- Willingness to undertake additional training as required
- Excellent IT skills

	Essential	Desirable
SVQ 3 Health & Social Care or equivalent		X
Lived experience of homelessness and / or recovery from alcohol and / or drug use	X	
Experience of recruiting and managing volunteers or employees (inc. support and supervision)	X	
Experience of providing peer based support on a 1:1 and group basis	X	
Experience of facilitating group based activities	X	
Experience of planning and delivering training		X
Experience of managing challenging situations		
Experience of partnership working across sectors		X
Knowledge and understanding of homelessness and other issues which can impact on people's ability to secure and maintain a home	X	
Knowledge and understanding of Strengths Based Support and Trauma Informed Practice		X
Ability to work with a wide range of individuals, organisations and agencies	X	
Good time management and organisational skills	X	
Driving licence		X

CVs can be submitted to recruitment@seascapeayr.co.uk alternatively you can contact Nicola Young, Operations Manager for an informal discussion and to request an application pack.