

## Job Description

**Job Title:** Peer Coordinator

**Responsible to:** Specialist Housing Support Senior

**Location:** Bristol – Office Based with Outreach

**Salary:** £30,348

**Contract:** Fixed Term – 2 Years

## Role Purpose

To coordinate Ara's Peer Academy Programme within the Specialist Housing Support service. The Peer Coordinator will lead the development, supervision, and support of individuals with lived experience who are undertaking peer mentoring roles. This includes managing day-to-day contact, facilitating group supervision, and ensuring the quality and safety of peer involvement in service delivery. The role supports a strengths-based and sustainable peer-led model that enhances recovery outcomes and reinforces Ara's commitment to lived experience leadership.

## Specific Duties

- Facilitate regular group supervision for Peer Mentors to support wellbeing, reflective practice, and ongoing development.
- Provide ad hoc one-to-one support and check-ins with Peer Mentors to address concerns, provide guidance, and promote safe practice.
- Act as the main point of contact between Peer Mentors and Ara staff, including Housing and Support teams.
- Ensure Peer Mentors maintain professional boundaries and adhere to Ara policies and procedures.
- Coordinate Peer Mentor involvement in activities such as shadowing, group facilitation, and one-to-one support, ensuring alignment with service delivery.
- Contribute to the recruitment and onboarding of new Peer Mentors.
- Support the delivery and evaluation of Peer Academy training by attending sessions, tracking progress, and gathering feedback.
- Monitor Peer Mentor activity, attendance, and supervision records, escalating any safeguarding or welfare concerns in a timely manner.
- Identify development opportunities and tailor individual mentor support plans.
- Participate in relevant meetings, supervision, and internal training.
- Work alongside Community Engagement colleagues to support the visibility and effectiveness of peer-led work.
- Support ongoing development of Ara's peer offer and contribute to organisational learning through monitoring and evaluation.

## Other Activities

- Fully adhere to Ara's Safeguarding and Child Protection Policies and work in accordance with all policies and procedures.
- Represent Ara professionally at all times, acting as a positive role model for mentors, clients, and external stakeholders.
- Maintain confidentiality, equality, and inclusivity in all interactions.
- Support awareness-raising and engagement activities as appropriate.
- Undertake other duties as required and in line with the responsibilities of the post.

## Skills, Experience and Knowledge

- Lived experience of recovery or strong understanding of recovery and peer support models.
- Experience in group facilitation, supervision, or mentoring.
- Understanding of trauma-informed practice.
- Experience supporting people to maintain boundaries and emotional safety.
- Strong communication and interpersonal skills.
- Ability to manage competing priorities and maintain professional relationships across teams.
- Record-keeping and monitoring skills.
- IT literacy (e.g., Microsoft Office, databases, case recording systems).
- Awareness of safeguarding, confidentiality, and professional conduct.
- Full driving licence with access to a car for work purposes (desirable).

## Personal Qualities

- Self-aware, compassionate, and grounded in values-led practice.
- Demonstrates trust, openness, and respect in dealing with others.
- A confident communicator who can motivate, support, and maintain appropriate boundaries.
- Organised, reliable, and able to work independently and as part of a team.
- Adaptable, flexible, and responsive to evolving service needs.
- Committed to continuous personal and professional development.
- Able to represent Ara's vision, ethos, and values internally and externally.
- Embodies the Ara values of being **Aspiring, Brave, Competent & Determined**.