

**PEER  
AID**



# **Peer Aid Coordinator**

Job application pack

## Role Specifics

Location:	Remote (UK travel required)
Line manager:	Peer Aid Support Manager
Hours:	Full-time 35 hours per week
Salary:	Between £33,000 - £35,000 depending on skills and experience

## Role Purpose

The Peer Aid Coordinator plays a pivotal operational role in Betknowmore UK's Peer Aid service, a national peer-led support programme for people affected by gambling harm. This role ensures the safe, effective delivery of peer support and volunteer coordination, underpinned by lived experience, harm-minimisation and safeguarding practices.

As a Coordinator within the Peer Aid team, you will work closely with the Peer Aid Support Manager to ensure that the service operates consistently with organisational policies, quality standards, and the governance frameworks of the service and its commissioning.

This is a person-centred role, coordinating volunteers, supporting individuals affected by gambling harm, and contributing to the continuous improvement of peer support systems. Applicants must have lived experience of gambling harm either personally or as an affected other.

# Role Specification

## Key responsibilities and accountabilities

### Service Delivery & Coordination

- Responsible for coordinating the Peer Aid volunteers to ensure the effective delivery of the safe, person-centred support services, including tailored one-to-ones and group support for individuals affected by gambling harm.
- Responsible for the effective delivery of volunteer led evening peer support group sessions, ensuring sessions are safe, accessible, and aligned with best practice standards, and providing direct facilitation.
- Where appropriate Peer Aid volunteers are appropriately matched with service users and that support relationships that operate with clear boundaries, dignity and safety.
- Work collaboratively with the Peer Aid Support Manager to adhere to operational structures, quality assurance systems, and service delivery pathways.
- To ensure service delivery capacity is maintained at safe levels. This role may require the delivery of one-to-one support to individuals experiencing gambling harm where required.
- Responsible for ensuring all client support plans are developed, implemented, and reviewed in line with organisational standards, maintaining accountability for their quality, accuracy, and effectiveness.
- Input and maintain accurate information in relevant digital systems to support monitoring, reporting and service evaluation within the agreed timelines to ensure safe practices.

### Safeguarding, Safety & Risk Management

- Lead on day to day implementation of safeguarding procedures for the peer supporters ensuring adherence to organisational policy.
- Promote a psychologically safe environment across all support settings, digital or in person.
- Identify and report risks, incidents or concerns in line with policies, and support volunteers to do the same.
- Accountable for overseeing and assuring that volunteers recognise, escalate, and report risks, incidents, and safeguarding concerns in accordance with organisational policy.

# Role Specification

## Key responsibilities and accountabilities

### Volunteer Support & Development

- Support the onboarding of volunteers in line with Betknowmore UK's values and processes following the completion of the City and Guilds accredited Peer Support training.
- Provide monthly supervision, coaching and reflective support to volunteers, ensuring wellbeing, accountability and skill development. This is alongside maintaining regular communications/catch ups where required to support the volunteers to fulfil their role.
- Support the performance management of volunteers, including setting expectations, providing feedback, addressing underperformance, and recognising good practice in line with organisational policies.
- Promote lived experience leadership and mutual-aid values within our volunteer population.
- Accountable for overseeing volunteers' attendance and engagement in quarterly mandatory group clinical supervision and to ensure volunteers are aware of the expectations of ensuring safe, ethical practice and clear boundaries between peer supporter roles and personal recovery journeys.
- Work collaboratively with the Activities and Volunteer Coordinator to support volunteers' ongoing recovery, wellbeing, personal development and ensuring the processes are followed where peer supporters decide to take a break or step down.

### Team Participation & Organisational Responsibilities

- Attend regular supervision and team meetings with the Peer Aid Support Manager.
- Accountable for personally ensuring consistent attendance and active engagement in clinical supervision and Betknowmore UK organisational meetings.
- Be responsible for note taking/keeping minutes in team meetings where required.
- Provide contributions to Betknowmore UK marketing and communications where required.
- Work constructively within teams, modelling trust, respect, and professionalism.
- Uphold Betknowmore UK's values, equality, diversity, confidentiality and code of conduct at all times.
- Contribute to wider organisational activities as reasonably required.

# Person Specification

## Qualifications or Relevant Experience

- Minimum of two years' experience in a peer support, volunteering, support services, community, health, social care or related role.
- Relevant qualification in health, social care, community development, counselling, training, volunteer management or a related field, or equivalent experience.

## Essential Experience

- Lived experience of gambling harms, either directly or as an affected other, with the ability to use this experience appropriately within a professional setting.
- Personal lived experience of gambling harms, either directly or as an affected other, and currently in sustained recovery for a minimum of two years.
- Experience of engaging and supporting people from a diverse range of backgrounds.
- Experience of coordinating or supporting volunteers, peer supporters or community-based services.
- Experience of working with vulnerable individuals or people experiencing complex needs.
- Experience of maintaining accurate records, databases and monitoring information.

## Essential Skills and Knowledge

- Understanding of the principles and value of peer support and mutual aid.
- Knowledge and understanding of recovery-oriented practice.
- Knowledge of safeguarding children and adults.
- Knowledge of equality, diversity, inclusion and anti-discriminatory practice.
- Knowledge of gambling harms and their impact on individuals, families and communities.
- Ability to motivate, support and engage volunteers and peer supporters.
- Ability to maintain clear and consistent professional boundaries.
- Ability to identify and appropriately escalate safeguarding, wellbeing or risk concerns.
- Ability to communicate clearly and effectively in writing, face-to-face, online and by telephone.
- Ability to facilitate supportive conversations and group activities.
- Ability to represent the service professionally and build positive relationships with internal and external stakeholders.
- Ability to work independently, prioritise tasks and manage a varied workload.
- Ability to utilise supervision and reflective practice constructively.
- Competent IT skills, including the use of Microsoft Office and case management or database systems.

## Desirable Experience, Skills and Knowledge

- Experience of facilitating groups, workshops or training sessions.
- Experience of working within gambling harms, addiction, recovery, mental health or wellbeing services.
- Experience of supporting people with lived experience to contribute meaningfully to service delivery.
- Understanding of trauma-informed approaches and person-centred support.
- Experience of contributing to service development, quality improvement or volunteer development initiatives.



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