



## **Peer Supporter Coordinator**

### **Role Description and Person Specification**

#### **Contacts:**

Steph Richards (ABM Team Support Officer) [admin@abm.me.uk](mailto:admin@abm.me.uk)

Caroline Bolton (ABM Training Manager) [c.bolton@abm.me.uk](mailto:c.bolton@abm.me.uk)

Thank you for your interest in becoming a PSC (Peer Supporter Coordinator) or Co PSC.

#### **Person specification:**

- An ABM member (though membership is free for PSC).
- An experienced ABM PS or BFC (new or experienced.)
- Able to use Facebook and join the Trained and Training group, comfortable using email, and confident facilitating regular virtual Meet Ups. Able to use office 365 including Teams. Checking and actioning emails at least twice weekly is essential.
- Strong communication skills including being a good listener, empathy, warmth and clarity.
- Familiarity with the ARF, volunteer handbook and volunteer guidelines.
- Up to date with ABM ARF requirements.

## **Duties:**

- Keeping spreadsheets up to date.
- Welcoming newly qualified PS.
- Organising quarterly virtual 'Meet Up' dates (possibly in conjunction with another PSC) and setting up Teams links for these. Making sure you are familiar with the quarterly PS 'Meet Up' session plans that are provided for you. Adding your PS Meet Up dates to the ABM Trained and Training Facebook Event.
- Maintaining the SharePoint spreadsheets of PS in your area. Informing the PS Manager if you have any concerns about a PS / PSM.
- Maintaining a positive relationship with your local BFCC (Breastfeeding Counsellor Coordinator.)
- Discussing concerns or feedback at the quarterly PSC meetings with the Training Manager or contacting the Training Manager at any time if you have a concern.

## **Getting started:**

You will be given access to a spreadsheet for your area – please use these to check at least twice weekly for newly qualified PS for you to welcome.

These documents will be stored in a shared ABM SharePoint which will only be accessed by the mentoring and education teams. This will ensure confidentiality is maintained.

You will be introduced to other PSC in the team, and the Training Manager will ask Admin to give you access to the SharePoint spreadsheets. You will be informed of the dates of the quarterly PSC meetings.

## **Membership lapses:**

Admin oversees the membership process and will send you an email letting you know when a PS has had two membership reminders. You will then send a template email and move the PS to the “ex PS” tab.

## **Annual Registration Process:**

The ABM year runs from 1 April to 31 March each year. Both PS and BFC are required to complete an Annual Registration Form. This ensures our volunteers are up to date with their learning and safeguarding; we know what activities they are involved with and if they have any Conflicts of Interest. It is important that this process is carried out for our insurance and to ensure all those on all records are staying up to date. It's also an opportunity for volunteers to feed back to the ABM so we can improve our offering to PS.

You will send reminders on a preplanned timeline to your PS, and the actual ARF will go to admin to process. They will let you know who hasn't completed so you can remind those people.

At the end of the process please move any PS who have not re-registered to the 'Ex PS' tab and inform admin. You will be given detailed guidelines for the whole ARF process by the PS Manager.