Global Majority and North Bristol Peer Support Coordinator

Purpose of the Role

To provide peer support, information and signposting to parent carers of children and young people with special educational needs and disabilities (SEND) across North Bristol and within Global Majority communities.

The postholder will deliver welcoming and supportive peer support sessions, help families access local services and support, and build positive relationships with schools, community organisations and SEND partners.

Responsible To:

Head of Community and Engagement

Main Duties and Responsibilities:

Peer Support – between 8:45am and 12pm, days to suit

- Plan and deliver peer support sessions in schools and community settings
- Create welcoming and inclusive spaces where parent carers feel comfortable sharing experiences
- Support parent carers to access information, services and local support
- Provide accurate information and signposting within organisational guidance

Community Engagement – days and hours to suit

- Build and maintain positive relationships with parent carers, schools and community organisations
- Promote peer support opportunities within local communities
- Support engagement with families from a wide range of backgrounds
- Help identify barriers to participation and suggest ways to improve access

Information and Events – usually online between 7pm and 9pm, and one a month in person 10am-12pm

- Support online and in-person information sessions
- Attend community events as required
- Represent Bristol Parent Carers in a professional and positive manner

Administration

- Maintain accurate records in line with organisational procedures
- Respond to enquiries in a timely manner
- Support data collection and reporting requirements
- Manage workload effectively and work independently when required

Person Specification:

Essential

- Fluency (spoken, written and read) in Somali, Arabic, Urdu or another widely spoken community language
- Full UK drivers licence and access to a vehicle and can travel independently between community venues across Bristol
- Ability to communicate clearly, warmly and professionally
- Experience in building relationships with individuals from diverse backgrounds
- Confident leading small group discussions in person and online
- Lived experience of raising or caring for a child with SEND
- Strong communication, organisational and administrative skills
- Ability to work independently and manage time effectively
- Good IT skills, including email, online meeting platforms and standard office software
- Strong working knowledge of local SEND services and organisations

Desirable

- Understanding of parent carer forums and the local SEND landscape
- Knowledge of SEND law and practice
- Knowledge of education, health and social care systems affecting children and young people with SEND
- Experience delivering peer support or community-based sessions
- Experience using Eventbrite, Basecamp and Canva

Hours and Working Pattern

12 hours per week, term time only.

The postholder must be available to:

- Deliver at least two school peer support sessions each week (typically between 8:30am and 10:30am)
- Deliver community peer support sessions twice per month (between 9:30am-12:30pm)
- Facilitate at least one information session per week, usually online between 7pm-9pm
- Attend staff meetings twice per term

Location

The role is community-based and primarily covers North Bristol (BS6, BS7, BS8, BS9, BS10 and BS11), with occasional travel to other areas of Bristol as required.