

Role Profile

Role	Peer Support Officer	Location	Home Based, Gloucestershire
Accountable for	Volunteers	Accountable to	Service Delivery Coach
Core Anchor Level	Support	Travel	Travel across the locality and to collaborate with colleagues in locality impact and other directorates will be essential.
DBS check	Required	Salary Grade	Circa £17,800 per annum D
Contract Type	12-month Fixed Term contract	Hours	21 Hours per week

Overall purpose and impact

To work with colleagues across the locality to deliver against engagement activity. The Peer Support Officer helps strengthen local stroke communities by bringing people together, championing lived experience voices, and building warm, trusted relationships with volunteers, partners, and healthcare professionals. By gathering insight, developing local peer support groups and sparking meaningful conversations, the role ensures stroke survivors and carers feel heard, connected, and supported to reduce the devastation of stroke.

NHSE guidance for Life After Stroke support states "Quality peer support can take a variety of formats, from remote peer befriending to local stroke support groups, and in some cases be specific to sub-groups within the wider stroke population (e.g. for people of working age, carers or for those with a special interest in a particular social activity). It may also be 1:1 or group-based, and provided face-to-face or remotely, depending on personal preferences".

Role Profile

The Stroke Association has extensive experience of providing peer support, particularly peer support led by volunteers, many of whom are often stroke survivors themselves and therefore 'experts by experience'.

By listening to local needs, developing peer support opportunities and enabling meaningful connections, the role helps ensure people affected by stroke feel heard, connected and supported. Peer support may be delivered in a range of formats, including one-to-one or group-based, face-to-face or remotely, and may be volunteer-led or tailored to particular communities and needs. Typically this may involve exploring connecting people with our existing central peer support offers of developing a locally delivered offer.

Responsibilities	Measured through delivery of
Support delivery against community and engagement plans and projects.	Evidence of activity Delivery against locality plan
Support the scoping of community development activity, bringing insight to align with priorities set in the locality plan.	Evidence of activity Supervisions
Support stroke survivors to take part in a range of opportunities to provide the voice of lived experience.	Evidence of activity Case studies Delivery against locality plan
Collect insight and share with colleagues within the locality and across directorates.	Evidence of activity Case studies
Work with colleagues across the locality to deliver a localised approach to addressing health inequalities, working with Equality, Diversity and Inclusion leads from across the organisation.	Delivery against locality plan Evidence against activity
Support with relationship mapping and development.	Locality profile Delivery against locality plan

Role Profile



Work with central teams to support local campaigning activity.	Evidence of activity 360 feedback Supervisions
Lead on volunteer recruitment in the locality, working with colleagues to deliver against the strategic volunteering plan.	Delivery against volunteering strategy
Manage and strengthen relationships between the Stroke Association, the Stroke Group Network and the wider stroke community.	Evidence of activity Service user feedback Reach of groups and network
Work with central colleagues and the Engagement Lead to support and ensure compliance of Stroke Association volunteer-led support groups.	Quality tracker Risk assessments N1/accident/incident reports Supervisions 360 feedback
Support the coordination, monitoring and evaluation of data for engagement work.	Evidence of activity Reports
Share leads and potential donor and fundraising opportunities with colleagues in Income Generation to support effective stewardship of relationships.	Evidence of activity 360 feedback
Deputise for the Engagement Lead, including representing the Stroke Association in a wide variety of settings and supporting UK-wide improvement projects as required.	Evidence of activity 360 feedback Supervisions

Person Specification – below is listed all of the essential / minimum criteria for the role

Essential Knowledge, Experience and Qualifications

- Experience of working with and supporting a wide range of stakeholders.
- Experience of managing and developing volunteers.
- Experience of working with support groups.
- Experience of supporting networks.
- Experience of working in partnerships with other organisations including those in the voluntary sector, health and social care.
- Experience of working in advocacy, campaigning, community engagement and development.
- Experience in developing support using co-production with service users.
- Experience of collecting data and producing reports.
- Experience of being adaptive to best meet the needs of the people we support.
- Ability to work independently, prioritise workload and use initiative while knowing when to seek support or guidance.
- Knowledge of key policies including General Data Protection Regulation (GDPR), safeguarding and health and safety.
- Experience of addressing health inequalities and championing diversity internally and externally.
- Excellent IT skills.
- Excellent communication skills, including confident public speaking skills.

Behaviours and Competencies

- See separate document: Our competency framework.