FCENS
FOREST CHURCHES EMERGENCY NIGHT SHELTER

Peer Coach Job Description

Working hours: **Part-time, during office hours Monday – Friday 9.30am – 5pm. Working hours 8 – 15 hours per week, to be discussed and agreed, according to the individual circumstances. The Peer Coach is expected to work regular hours each week.**

Salary: **£13.85 per hour (rising to £14.80 in April 2026, in line with London Living Wage)**

Forest Churches Emergency Night Shelter (FCENS) is an independent charity supporting people who are homeless in Waltham Forest. FCENS is a trauma-informed service and is committed to diversity and inclusion at all levels. We are committed to paying the London Living Wage

FCENS is recruiting a Peer Coach with lived experience of homelessness, to join our dynamic support team. The Peer Coach will work alongside Homeless Caseworkers to provide peer support for guests at the shelter.

The Peer Coach will bring their own lived experience to benefit those who are experiencing the systemic challenge of navigating support to resolve their homelessness.

Duties:

1. To support guests at FCENS, including people staying in the night shelter, others using the drop-in service, and those who have previously used the service and moved on to other accommodation.
2. You will work with clients to help them to understand their support goals; and to support them in working towards achieving those goals. You may be expected to accompany guests to appointments, activities and events.
3. The Peer Coach works alongside all employees at FCENS as part of a small, integrated and dynamic team. The team responds to constantly changing environments to help those people that it supports. You will be comfortable to work in a busy drop-in centre.
4. The postholder is expected to keep good records of activities and events using the charity's management database and online filing system.
5. Work alongside Peer Coach colleagues to take part in and lead workshops and social events co-designed and co-produced with guests at FCENS

Supervision & Training:
Induction training includes Safeguarding, Health & Safety, Lone Working, Data Protection, Bullying & Harassment, Professional Boundaries, Communications & Confidentiality Agreements. Appropriate IT equipment is provided for work. IT training is available as required. The postholder will have regular management supervision meetings with the Supervisor. You will be invited to attend regular team Reflective Practice sessions. Continued professional development and training will be discussed with the Supervisor.

Safeguarding:
All staff have a responsibility to work in a way that safeguards vulnerable adults in our service. You will receive training in how we keep people safe. You are expected to report any safeguarding concerns promptly to your supervisor and/or designated Safeguarding Leads.

Psychological Safety / Triggers at Work:
We know that conversations, events and relationships at work can be difficult for people who may have had similar experiences in the past. FCENS is committed to supporting the postholder to understand triggers and to nurture safety at work. We will ask you in interview and in supervision, how we can work with you to monitor those triggers and to manage associated risks.

The postholder may have to carry out other duties as reasonably required from time to time.

Person Specification

Who you are:

- open, honest and friendly
- able to use lived experience in a positive and appropriate way
- able to work as part of a team
- you believe that everybody has the right and ability to thrive in their lives
- you have a 'can do' attitude and a cheerful approach, to work within our ever-changing environment
- proactive, always looking to support the team in achieving positive outcomes

Candidates should have the following general attributes:

- good communication skills or willingness to develop these
- IT literate with the ability to use Word, Microsoft Office and database systems (training is available to develop skills as required)
- ability to produce accurate and timely records of meetings, client notes and reports
- ability to help people engage in activities that are meaningful to them

Other Requirements:

- in possession of, or willing to apply for, Enhanced DBS

How to apply: complete an application form, available at www.forestnightshelter.org.uk/peer-coach, and send with a covering letter addressed to David Hoskins, Charity Director, by email to info@forestnightshelter.org.uk

Closing date for applications: Friday 19th December 2025