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**Peer Support Co-ordinator**

**Job Description**

**Accountability & Supervision:**

The Peer Support Co-ordinator will report to the Project Manager and receive specialist support from Service User Involvement Directorate.

**Job Purpose:**

To develop a Peer Support Service within Together’s Criminal Justice Directorate. Peer Supporters are volunteers with their own livedexperience of mental distress[[1]](#footnote-1). Peer Supporters actively use these shared lived experiences as part of the support that they offer**.** As part of an implementation team, you will promote service user leadership, ensuring that service users influence the development of the service in order to enrich people’s journey towards recovery and life fulfilment.

#### Main Duties and Responsibilities

1. Recruit, induct, support and supervise Peer Supporters
2. Develop and deliver training for Peer Supporters and staff across teams
3. Support Peer Supporters to meaningfully and actively be involved in the development and implementation of the Peer Support Service
4. Manage/coordinate Peer Support across Together’s Liaison and Diversion services
5. Work in partnership with service users, volunteers, local Project Managers, Forensic Mental Health Practitioners and Community Link Workers to develop a Peer Support Service and share learning with others
6. Work in partnership with professionals from Criminal Justice and health agencies, including police, courts, probation and health professionals
7. Respond to referrals for Peer Supporters from Community Link Workers and facilitate the allocation of Peer Supporters to Service Users who wish to access Peer Support as part of their journey towards wellbeing
8. Ensure that Peer Supporters stay safe and that all aspects of Health and Safety are considered
9. Establish and maintain links with Together’s Service User Involvement Directorate and other service user organisations and keep up to date with developments in Peer Support
10. Ensure that all Peer Supporters work consistently within Together’s service user led model and reflect our values
11. Promote the Peer Support Service with service users, Together projects, Criminal Justice agencies (including police, courts and probation) across North and East London
12. Use your own lived experience of mental distress in an appropriate way and act as a role model for Peer Supporters
13. Undertake administrative duties using relevant IT equipment as required
14. Maintain effective records, including monitoring and evaluation of the outcomes of the Peer Support Service
15. Commitment to working in accordance with Together’s Policies and Procedures, including Equal Opportunities, Confidentiality and Safeguarding

This is not an exhaustive list and will develop and change as the role and the service develops.

#### Confidentiality

* Information relating to users must be treated in the strictest confidence and discussed only within the project with the appropriate members of staff or with named assessor/care co-ordinator.
* Information relating to staff must be treated in the strictest confidence and discussed only with other senior staff or line manager.

This list is not exhaustive and amendments and additions may be required in line with future policy changes.

#### Equal Opportunities Statement

We acknowledge the unique contribution that all Together employees and service users can bring to the work of the projects and the organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff has equal access to staff development.

Full details may be found in the Human Resources Policy and Procedure Manual. Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.

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**Peer Support Co-ordinator**

**Person Specification**

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| Competency | Indicator | Essential | Desirable |
| **Service User Leadership & Peer Support** | * Passionate about and commitment to the empowerment of people who are experiencing mental distress.
* Good understanding of service user leadership and Peer Support in a service/project environment
* Personal lived experience of the criminal justice system, mental distress and/or of using services
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| **Communication & Working Practices** | * Excellent communication skills and the ability to deal tactfully and sensitively with a range of people, including being assertive when necessary
* Ability to develop, maintain and facilitate positive working relationships with service users, Peer Supporters, staff, Criminal Justice, and health professionals
* The ability to adhere to Together’s policies and procedures, including confidentiality, equal opportunities and diversity.
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| **Motivating & Supporting People** | * Ability to recruit, train, induct, support and supervise Peer Supporters
* Ability to inspire and motivate Peer Supporters and service users
* Ability to use own experiences of mental distress appropriately
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| **Project Planning & Delivery** | * Experience of successfully developing a project
* Ability to work flexibly as part of a small team as well as use own initiative, prioritise work and meet deadlines
* Ability to problem-solve, learn and share learning
* Experience of organising and facilitating meetings
* Commitment to own personal development and ability to use supervision and support appropriately
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| **Information Management & I.T** | * Good office and administrative skills
* Good computer literacy skills, including the ability to use Windows office suite
* Ability to record information appropriately
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| Knowledge & Experience | * At least one year full-time equivalent experience of volunteering or working in Criminal Justice and/or mental health services
* Experience of service user led services
* Experience of Peer Support within a mental health or similar setting
* Knowledge of wider Criminal Justice and/or Mental Health Services
* Experience of delivering training
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1. Mental distress refers to but not limited to a number of experiences including mental health difficulties, substance misuse/ alcohol misuse or homelessness for example [↑](#footnote-ref-1)