**Job Description**

**Job Title**: Peer Support & Volunteer Co-Ordinator

**Location:** East, West & Central

**Reporting to**: Locality Manager

**Responsible for**: Peer Support Recovery Workers, and Volunteer roles

**Job Purpose**

To demonstrate a commitment to the service’s values, namely:

* A commitment to delivering outcome and recovery focussed services within a Psychologically Informed Environment (PIE);
* A commitment to the empower of people using the service and a belief in their involvement and promoting their rights;
* A commitment to equality of opportunity and awareness of issues surrounding Black & Ethnic Minority (BME) groups, Lesbian, Gay, Bi-Sexual and Transgender (LGBT) Groups, and similar;
* Show passion about and be committed to empowering people who are experiencing mental distress.

To develop and deliver a peer support model and a volunteer programme within the service. This role will line-manage Recovery Peer Support Workers and support a team of volunteers, including volunteer Peer Supporters and Experts by Experience.

Specialist support will be provided from the Service User Involvement Directorate.

**Key Responsibilities**

Management

*General*

* Champion the need for individual choice, involvement and leadership; ensure that your team works with those using the service to elicit their views and needs to enhance service delivery and further the service aims
* Assist in the efficient and effective running of the service as determined by the Locality Manager
* Work with other staff to ensure compliance with service contract
* Manage staff team rotas, maximising efficiency, and support the co-ordination of support and visits for your team

*Specific*

* Provide guidance and support to staff to help them to carry out their roles effectively, and ensure they understand what is required of them and provide cover for operational roles when required
* Undertake recruitment processes, ensuring that the vacancies are recruited to with competent staff that share the values of the service
* Ensure that new starters are inducted fully and that appropriate training and development, supervisions and appraisals take place within appropriate timescales
* Work closely with Locality Manager to compile data and case studies to enable accurate reporting in line with service contract

Peer Support Duties

*General*

* Work in partnership with those using the service, volunteers, staff and external professionals to develop a peer support model and volunteer programme in the service
* Ensure that Peer Supporters and Volunteers stay safe and that all aspects of Health and Safety are considered
* Promote the peer support model and volunteer programme to people accessing the service, stakeholders and the local community
* Develop a range of volunteer opportunities within the service to support the service aims and values, and to suit the skills and aspirations of those within the service
* Support Peer Supporters & Volunteers to meaningfully and actively be involved in the service
* Promote and support Peer Supporters and staff to deliver self-management programmes, and facilitate group work and drop in provision, with individuals using the service
* Ensure that all Peer Supporters and Volunteers work in person centred ways using relevant skills and tools
* Use your own lived experience of mental distress in an appropriate way and act as a role model for Peer Supporters

*Specific*

* Manage the referral and case management processes for Peer Support Recovery Workers and volunteer Peer Supporters
* Recruit, induct, support and supervise paid Peer Support Recovery Workers
* Recruit, induct, support and supervise a team of volunteers (including Peer Supporters and Experts by Experience)
* Develop and deliver training for Peer Supporters & Volunteers, individuals using the service and staff as part of the activity programme for the service
* Develop links with the local community to provide pathways for Volunteers to access external placements
* Establish and maintain links with Together’s Service User Involvement Directorate and other similar organisations and keep up to date with developments in peer support
* Share / teach coping and self-management techniques through group work

Delivering Support

*General*

* Promote engagement within the community as a key factor in recovery and self-management

*Specific*

* Support the service with the delivery of drop-ins and recovery focussed group sessions as and when required

Communication/building & maintaining appropriate relationships

* Communicate effectively with individuals from a wide variety of backgrounds and maintain positive and effective relationships with individuals, staff, the staff of other agencies and the local community
* Be an expert navigator of local communities, continually building and sustaining relationships and partnerships with agencies and professionals, promoting the service, sharing recovery principles and the Psychologically Informed Environment approach, and support individuals to access as appropriate
* Extend the range of community opportunities for people by supporting community resources to improve accessibility and tackling mental health stigma
* Support the maintenance of a database of community resources, used by staff and individuals within the service to identify and access a range of opportunities to promote wellbeing and independence

Information/Record Keeping & IT

* Work with IT equipment and systems to ensure accurate and timely recording of referrals, individuals’ data, risk management and support plans, accidents/incidents, as well as the use of shared electronic calendars and a lone worker safety system
* Maintain and build upon good working knowledge of IT, and to take full advantage of opportunities to use IT to progress the services we offer

Task planning, personal development & development of the service

* Work within set targets and manage time effectively on own initiative and as part of a team
* Contribute to the aims and continuous improvement of the service, including the commitment to delivering within a Psychologically Informed Environment (PIE) framework
* Share knowledge, skills and experience within the team, while observing confidentiality, and participate in team meetings and reflective practice groups
* Make a positive contribution to and work constructively within the team, including developing your own abilities to enhance team performance

Other

* Work flexibly and remotely as part of a geographically-spread team, including daily local travel within the service locality and, where appropriate, working within wider localities across Norfolk to support the demand and capacity requirements of the Norfolk-wide Integrated Housing and Community Support Service
* Ability and willingness to work flexibly and cover shifts in the mornings, afternoons, evenings, weekends.
* Work flexibly across the whole service pathway, including supported living and community based support
* Promote leadership and the principles of peer support
* Promote, monitor and maintain health and safety and security in the workplace  
  Work in a way that ensures the service is delivered in compliance with relevant legislation, the service values, policies and practices and contractual requirements
* Carry out any other reasonable duties within the scope of the role as required

| **Competency / Experience** | **E = Essential**  **D = Desirable** |
| --- | --- |
| **Experience** |  |
| Personal lived experience of mental health and/or using services | **E** |
| At least one year full-time equivalent experience of working in mental health, paid or unpaid | **D** |
| Minimum 1 year experience of line management/supervision of staff | **D** |
| **Values** |  |
| Commitment to the empowerment of those using the service and a belief in user involvement and promoting people’s rights | **E** |
| Commitment to equal opportunities and awareness of issues surrounding BME, LGBT and other minority groups | **E** |
| Actively seeks opportunities for own development and to share skills / knowledge | **E** |
| Commitment to delivering outcome and recovery focussed services within a Psychologically Informed Environment framework | **E** |
| Passionate about and committed to the empowerment of people who are experiencing mental distress | **E** |
| **Skills / Knowledge / Competencies** |  |
| **Management** |  |
| Ability to lead, mentor and supervise staff to ensure they are achieving their full potential for the benefit of the those using the service | **E** |
| Able to lead others to evidence required targets and outcomes, including the use of IT systems | **E** |
| Ability to encourage team working and skills sharing, role-modelling an open, positive and outward-looking culture | **E** |
| **Peer Support** |  |
| Ability to recruit, train, induct, support and supervise paid staff and volunteers | **E** |
| Ability to inspire and motivate Peer Supporters, Volunteers and Individuals using the service | **E** |
| Ability to use own experiences of mental distress appropriately | **E** |
| Experience of successfully developing a project | **E** |
| Experience of services led by those accessing the service | **D** |
| Experience of Peer Support within a mental health or similar setting | **D** |
| Experience of delivering training | **D** |
| Ability to establish and develop empathetic relationships based on mutual respect and trust | **E** |
| Ability to support individuals to increase their self-esteem, confidence and motivation and promote progress in their journey to recovery | **E** |
| Ability to share personal story of recovery as and when appropriate | **E** |
| A real belief that people can recover and lead their own recovery with appropriate support | **E** |
| **Delivering Support** |  |
| Understanding of issues surrounding mental health and issues likely to affect those experiencing or recovering from periods of mental illness | **E** |
| Ability to work with people in a user led, calm, confident and sensitive manner | **E** |
| Ability to respond to individuals’ needs (including those in crisis) promptly, in a flexible, consistent and appropriate way | **E** |
| Knowledge and practical experience of using person centred tools to support individuals to identify and achieve their goals | **E** |
| Knowledge and experience of supporting individuals to achieve goals relating to their mental and/or physical health | **E** |
| Understanding of common medications and their interaction with individuals’ lives and behaviours | **E** |
| Ability and experience of working in an outcome focused way | **E** |
| Experience of organising and facilitating meetings and groups | **E** |
| Experience of working within and supporting the development of a Psychologically Informed Environment | **D** |
| **Communication / building and maintaining appropriate relationships** |  |
| Excellent communication skills and the ability to deal tactfully and sensitively with a range of people, including being assertive when necessary | **E** |
| Ability to develop, maintain and facilitate positive working relationships with people using the service, staff, volunteers and health professionals | **E** |
| Ability to build and maintain appropriate and person-centred professional client/worker relationships | **E** |
| Excellent listening skills and the ability to communicate effectively with people who are in mental distress, including any who may be acutely unwell | **E** |
| Ability to liaise and communicate well, both orally and in writing, with health professionals, general public, other providers and be assertive where necessary | **E** |
| **Information / Record Keeping and IT** |  |
| Excellent IT skills including use of Microsoft Office, shared calendars and the internet | **E** |
| Willing and able to engage with IT systems, including a client record management system, on a daily basis | **E** |
| Ability to accurately and efficiently maintain appropriate records | **E** |
| Knowledge and experience of working with confidentiality | **E** |
| **Task planning and time management** |  |
| Ability to manage a busy workload, work on own initiative, prioritise work, meet deadlines and make autonomous decisions where needed | **E** |
| **Other** |  |
| Confident in making decisions within job scope, but defers to line manager as appropriate | **E** |
| Ability to adhere to all relevant policies and procedures including confidentiality, equal opportunities and diversity | **E** |
| Willing to learn, through training, supervision and day-to-day experience | **E** |
| Ability and willingness to work flexibly and remotely as part of a geographically-spread team, including daily local travel within the service locality | **E** |
| Ability and willingness to be flexible and work some unsociable hours, including evenings, weekends and bank holidays | **E** |
| Commitment to work flexibly as required across Norfolk | **E** |