



## Peer Support Co-ordinator

### Job Description

#### **Accountability & Supervision:**

The Peer Support Co-ordinator will report to the Operations & Development Manager and receive specialist support from the service user involvement team.

#### **Job Purpose:**

To coordinate a Peer Support Service within Together's Green Lane, Hopewell House, Snowdon & York Road services in Surrey. These are Accommodation based services. Peer Supporters are volunteers with their own lived experience of mental distress<sup>1</sup>. Peer Supporters actively use these shared lived experiences as part of the support that they offer to people. You will promote service user leadership, ensuring that service users influence the development of the peer support 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. Deliver training for Peer Supporters and support training for staff across teams
3. Support Peer Supporters and service users to meaningfully and actively be involved in the development and implementation of the Peer Support Service
4. Manage/coordinate Peer Support activity across services.
5. Work in partnership with service users, volunteers, local staff teams, and external professionals to develop and coordinate a Peer Support project and share learning with others
6. Respond to requests directly from service users and via staff, and facilitate the allocation of Peer Supporters to Service Users who wish to access Peer Support as part of their journey towards wellbeing
7. Ensure that Peer Supporters stay safe and that all aspects of Health and Safety are considered
8. Maintain links with Together's Service User Involvement team, and wider network of Peer Support Coordinators, contributing to, and remaining aware of, developments in Together's approach to peer support

---

<sup>1</sup> Mental distress refers to but not limited to a number of experiences including mental health difficulties, substance misuse/ alcohol misuse or homelessness for example

9. Ensure that all Peer Supporters work consistently within Together's service user led model of peer support and reflect our values
10. Promote Peer Support with service users, Together staff, and external agencies
11. Use your own lived experience of mental distress in a supportive way and act as a role model for Peer Supporters
12. Undertake administrative duties using relevant IT equipment as required
13. Maintain effective records, including monitoring and evaluation of the outcomes of the Peer Support Service
14. 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.

## Peer Support Co-ordinator

### Person Specification

Competency	Indicator	Essential	Desirable
<p><b>Service User Leadership &amp; Peer Support</b></p>	<ul style="list-style-type: none"> <li>• Passionate about and commitment to the empowerment of people who are experiencing mental distress.</li> <li>• Good understanding of service user leadership and Peer Support in a service/project environment</li> <li>• Personal lived experience of mental distress and/or of using services</li> </ul>	✓	
<p><b>Communication &amp; Working Practices</b></p>	<ul style="list-style-type: none"> <li>• Excellent communication skills and the ability to deal tactfully and sensitively with a range of people, including being assertive when necessary</li> <li>• Ability to develop, maintain and facilitate positive working relationships with service users, Peer Supporters, Together staff, and health professionals</li> <li>• The ability to adhere to Together's policies and procedures, including confidentiality, equal opportunities and diversity.</li> </ul>	✓	
<p><b>Motivating &amp; Supporting People</b></p>	<ul style="list-style-type: none"> <li>• Ability to recruit, train, induct, support and supervise Peer Supporters</li> <li>• Ability to inspire and motivate Peer Supporters and service users</li> <li>• Ability to use own experiences of mental distress appropriately</li> </ul>	✓	

<p><b>Project Planning &amp; Delivery</b></p>	<ul style="list-style-type: none"> <li>• Experience of successfully developing a project</li> <li>• Ability to work flexibly as part of a small team as well as use own initiative, prioritise work and meet deadlines</li> <li>• Ability to problem-solve, learn and share learning</li> <li>• Experience of organising and facilitating meetings and groups</li> <li>• Commitment to own personal development and ability to use supervision and support appropriately</li> </ul>	<p>✓</p>	
<p><b>Information Management &amp; I.T</b></p>	<ul style="list-style-type: none"> <li>• Good administrative skills</li> <li>• Good computer literacy skills, including the ability to use Windows office suite</li> <li>• Ability to record information appropriately</li> </ul>	<p>✓</p>	
<p><b>Knowledge &amp; Experience</b></p>	<ul style="list-style-type: none"> <li>• At least one year full-time equivalent experience of volunteering or working in mental health services.</li> <li>• Experience of service user led services</li> <li>• Experience of Peer Support within a mental health or similar setting</li> <li>• Knowledge of Mental Health Services and/or other relevant services</li> <li>• Experience of delivering training</li> </ul>		<p>✓</p>