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| **Job Title** | Peer Support Co-Ordinator |
| **Function**  | Operations |
| **Department/Team** | Hertfordshire Crisis House |
| **Reports to** | Service Manager |
| **Direct Reports** | Volunteers |
| **DBS Check Level Required** | Enhanced DBS |
| **Grade/Job Evaluation Level** | C30 |
| **Salary Banding** | £24,920 - £26,149 (inclusive of £350 location allowance) |
| **Created/Reviewed date** | August 2025 |

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| **You will be working for**  |
| Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship (RF). Aquarius supports people in the Midlands affected by substance use or gambling. It was a subsidiary of Richmond Fellowship and is now a subsidiary of Waythrough.We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.Our values underpin everything we do – from how we work together through to how we design and deliver services. All our work to fulfil this vision is strengthened by our values.* **Kindness:**be generous, caring and compassionate.
* **Courage:**be bold, trust, commit.
* **Respect:**everyone deserves dignity.

The Hertfordshire Crisis House is a new 24-hour service scheduled to open in December. It will provide individuals experiencing a mental health crisis with an alternative to hospital admission, offering up to 7 days of intensive recovery-focused support in a safe, non-clinical environment. The service will work in close partnership with local mental health crisis teams and community-based services to ensure holistic, person-centred care. |

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| **Purpose of the Role** |
| To recruit and support volunteers for the Hertfordshire Crisis House, as well as develop and co-ordinate peer support networks in order to empower service users to improve and sustain mental health and wellbeing. Working with individuals with lived experience of mental health issues towards reforming their lives as they work to help service users to improve theirs. |

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| **Key Accountabilities**  |
| **Service Development and Implementation*** Take a lead role in the recruitment and development of volunteers in accordance with Waythrough Equal Opportunities Policy and requirements of the service.
* Oversee the development and delivery of one-to-one support and activities by volunteers, in and around the local community.
* Contribute to the development of organisational policies, procedures, protocols, systems and guidance to underpin peer and volunteer support and good practice initiatives within Waythrough.
* Support with co-production meetings (taking place on a quarterly basis) to involve major stakeholders including peer mentors and volunteers, service users, colleagues and service managers. Also, develop further opportunities for clients, carers and volunteers to contribute to service development.
* Engage with external agencies and services to inform group development and delivery, as well as encourage collaboration between services.

**Management & Support of Peer Mentors*** Provide volunteers with individual and group supervision in line with Waythrough’s volunteer policy and the service model. Identify and support Volunteers towards meeting individual goals and encourage their personal and professional growth.
* Identify and implement a training programme in line with the OCN accreditation, as well as ensure that all volunteers receive induction and training in their work and are encouraged in personal development.
* Manage volunteers as they provide one-to-one support, as well as develop tools for support and identify activities within the local community to encourage engagement. Facilitating and overseeing the facilitation of one-to-one support and activities delivered in the local community by volunteers.
* Support team members with service delivery including the co-facilitation of groups not specific to the peer mentor service.
* Ensure that the aims and outcomes of the service are understood and adhered to by volunteers.
* Supporting both volunteers and Service Users towards self-empowerment, gaining independence, building self-esteem and other aims in line with Waythrough goals.

**Administration and Finance*** Operate the peer support service within agreed budget parameters.
* Oversee the day-to-day expenditure, including implementation of specified procedures for disbursing and accounting for money.
* Ensure compliance with health and safety legislation.
* Ensure compliance with the Waythrough Lone Working policy and procedures
* Provide progress reports for internal and external stakeholders, as required.
* Adhere to company policy in regard to recording and reporting client information and engagement.
* Update the website and use other platforms for communication, such as email and text messages, to ensure stakeholders are kept up to date with all groups and activities within the service.
* Work to meet set targets and KPIs

**Supervision & Training*** Actively participate in regular support and supervision from line manager.
* Seek opportunities for personal training and development. Take personal responsibility towards completing OCN.

**Equal Opportunities*** Ensure that the Waythrough Equal Opportunities policies are implemented and promoted.
* Ensure that all volunteers are aware and understand the implications and workings of the policy.

**Health & Safety*** Comply with Waythrough’s Health & Safety policies and procedures.
* Take personal responsibility for own health and safety and report incidents and potential hazards as necessary.
* Comple risk assessments for hired venues in line with Waythrough’s Health and Safety procedures.
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| **General Accountabilities**  |
| * Coordinate and oversee peer support services and staff.
* Promote recovery-focused, person-centred support.
* Ensure compliance with organisational policies and safeguarding standards.
* Maintain accurate records and monitor service quality.
* Represent the organisation and advocate for peer support within the wider system.
* Support continuous improvement and inclusive practices.

The individuals we support are at the heart of our work. Each person accessing our services is unique and deserves to be treated with respect, dignity, and individuality. As a result, the responsibilities of the role may vary day to day, depending on the needs and circumstances of those we are supporting.This job description is non exhaustive, and we reserve the right to amend and review as appropriate.  |

**Person Specification**

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| **Skills** | **Essential or Desirable** |
| Good verbal and written communication skills | Essential |
| Ability to use and understand IT including Microsoft word, Excel, e-mail, researching on the internet, data base, spread sheets and power point | Essential |
| Experience of WordPress, or other website creation tools | Desirable |
| Experience of recruiting volunteers | Desirable |
| Experience of supervising volunteers | Desirable |
| Knowledge of equal opportunities | Essential |
| Ability to establish effective working relationships at all levels, both internally and externally | Essential |
| Knowledge of Recovery and Personalisation agenda | Desirable |
| Knowledge of the principles and practice on which mental health services are run | Desirable |
| Ability to prioritise and plan work | Essential |
| Good problem solving and decision-making skills | Essential |
| Evidence of ability to manage change and understand the impact of cultural change | Desirable |

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| **Experience** | **Essential or Desirable** |
| Experience in the mental health field or working with vulnerable adults | Essential |
| An understanding of peer support | Desirable |
| Experience in the implementation of new services | Desirable |
| Experience of completing risk assessments  | Desirable |

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| **Special Aptitudes**  | **Essential or Desirable** |
| A good understanding of Service User development | Essential |
| To consult, liaise and work collaboratively with colleagues and a wide range of organisations  | Essential |
| To work as part of a team | Essential |
| Flexible attitude to working hours | Essential |

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| **Personal Attributes** | **Essential or Desirable** |
| Self-awareness and self-development | Essential |
| Professional integrity | Essential |
| Ability to deal with personal stress | Essential |
| Time management skills | Essential |
| Self-motivation | Essential |

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| **Other** | **Essential or Desirable** |
| Able to attend Waythrough training in London and possibly other locations and external training events and meetings | Essential |