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| **Job Title** | Peer Support Co-Ordinator |
| **Function**  | Operations |
| **Department/Team** | Blanche Street |
| **Reports to** | Recovery Lead |
| **Direct Reports** | Volunteers |
| **Dimensions (budget, people span of control)** | Not Applicable |
| **DBS Check Level Required** | Enhanced DBS |
| **Grade/Job Evaluation Level** | C30 |
| **Salary Banding** | £24,570 - £24,726 |
| **Created/Reviewed date** | June 2025 |

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| **You will be working for** (Description of Waythrough and specifics of Service/Function/Office) |
| 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.

Central Lancashire Haven is a welcoming and non-judgemental place for individuals struggling socially and emotionally with life challenges or who are in crisis. |

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| **Purpose of the Role** |
| To recruit and support volunteers across recovery houses in Lancashire, 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*** Taking a lead role in the recruitment and development of Volunteers in accordance with RF 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; also taking responsibility of the location support is provided including completing and updating risk assessments of client’s homes and wherever necessary
* Contribute to the development of organisational policies, procedures, protocols, systems and guidance to underpin peer and volunteer support and good practice initiatives within Waythrough.
* Promote the Employment and Wellbeing Service to all stakeholders. Attend networking events, community meetings and hubs to promote the Employment and Wellbeing service, recruit volunteers and induct service users.
* Support with co-production meetings (taking place on a quarterly basis) to involve major stakeholders including peer mentors and volunteers, service users, Employment and Wellbeing colleagues and service managers. Also, develop further opportunities for clients, carers and volunteers to contribute to service development.
* Engaging 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 RF’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 Wellbeing Service aims and outcomes of the service are understood and adhered by Volunteers.
* Supporting both Volunteers and Service Users towards self-empowerment, gaining independence, building self-esteem and other aims in line with Recovery Focus 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.
* Adhering to company policy in regard to recording and reporting client information and engagement.
* Updating website and using 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.
* Working 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 RF 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 RF’s Health & Safety policies and procedures.
* Take personal responsibility for own health and safety and report incidents and potential hazards as necessary.
* Completing risk assessments for hired venues in line with RF’s Health and Safety procedures.
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| **General Accountabilities**  |
| 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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| **Disposition** | **Essential or Desirable** |
| Self awareness and self development | Essential |
| Self motivation | Essential |
| Professional integrity | Essential |
| Ability to deal with personal stress | Essential |
| Time management skills | Essential |

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