

|  |
| --- |
| **Job Title** |
| Peer Support Co-ordinator |
| **You will be working for:**  | **Purpose of the Role:** |
| **Waythrough**A national mental health charity providing a range of services across England including supported housing, crisis houses and residential homes as well as community-based services, employment support and social enterprises. | * Work with the Service Manager, Peer Support Volunteers, and service users to develop a Peer Support Service.
* Recruit Volunteers able to provide peer support and identify and implement a training programme.
 |
| **Responsibilities:** |
| Waythrough Services range from 24hour residential care with nursing to floating support in peoples’ own homes.  The people we support are central to everything we do. Each person who uses our services – residents or clients – is a unique individual and they all deserve to be treated as such. **Ensure general tasks are completed:*** Work in conjunction with other Waythrough services.
* Promote the Peer Support service to all stakeholders.
* Ensure the aims and outcomes of the service are understood and shared by all stakeholders.
* Recruit Volunteers able to provide peer support and identify and implement a training programme.

**Proactively develop within the role:*** Develop a forum where all peer supporters can meet for mutual support, learning and feedback.
* Develop opportunities for service users to contribute to service development.

**Promote equal opportunities:*** Adhere to and promote the Waythrough’s Equal Opportunities and Diversity Policies.
* Ensure that all peer supporter Volunteers are aware and understand the implications and workings of the policy.
 | **Perform tasks to support the service:*** Recruit Peer Support Volunteers in accordance with Waythrough’s Equal Opportunities Policy and requirements of the service.
* Provide all Peer Support Volunteers with support and supervision in line with Waythrough’s volunteer policy and the Service Model.
* Ensure that all Peer Support Volunteers receive induction and training in their work and are encouraged in personal development.
* Facilitate the ‘matching’ of Peer Support Volunteers with referrals to the Peer Support service.
* Participate regularly in staff meetings and Service User meetings.
* Regularly evaluate the impact of peer support on those supported, the peer supporters themselves and the wider MH system.
* 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’s Lone Working policy and appropriate use of the Orbis lone working system
* Provide progress reports for internal and external stakeholders, as required.
* Actively participate in regular support and supervision from line manager.
* Seek opportunities for personal training and development.
* Comply with Waythrough’s Health & Safety policies and procedures.
 |
| **Our Values:** | **Our Competency framework:** |
| **We are** resilient**:** we don’t give up; we look after our wellbeing, and we are open to adapting and changing. **We are** inclusive**:** we recognise that people experience disadvantage and discrimination, and we strive to create an organisation that prioritises equity of outcomes. **We are** collaborative**:** we get alongside people to support their goals and we forge alliances in the pursuit of shared goals. **We are** hopeful**:** we believe that everyone can achieve a life they value. **As a Mindful Employer we also believe that the expertise held by people with lived experience is unique, valuable and of equal importance to other contributions.** | **Teamwork*** Creates positive working relationships with other team members
* Works to achieve group as well as individual objectives
* Recognises, contributes and supports when others need help

**Communication*** Communicates professionally, effectively, positively and in a timely manner
* Records information clearly and in line with procedures and systems
* Projects a positive image of the service & organisation to all stakeholders

**Planning and Organising to Achieve Results*** Takes responsibility for planning, prioritising and managing own workload
* Works effectively to targets, maximising use of resources and effort
* Works in accordance with policies and procedures

**Customer Focus*** Puts the client at the heart of their own recovery, respecting individual choice
* Motivates supports and advocates on behalf people using our services
* Builds positive relationships with a wide range of people

**Valuing Diversity*** Demonstrates understanding and awareness of other values, cultures and practices and recognises their value in delivering the service
* Models the organisations expectations with regard to equalities practice

**Continuous Improvement*** Actively seeks to improve knowledge skills and understanding
* Suggests ways to improve delivery & responds positively to change
* Invites and responds positively to feedback, individually and at service level

**Technical Competence*** Literate & Numerate
* IT Competent – familiar with Outlook and Microsoft Office applications such as Word and confident recording information electronically
 |
| **Your Values:** |
| * Positive, enthusiastic, friendly and approachable
* Flexible and adaptable
* Calm, patient and resilient
* Compassionate and empowering
* Respectful and non-judgemental
* Willing to help and eager to learn
 |
| **Benefits:** |
| **You will receive a full induction, regular supervisions, as well as opportunities for personal and professional development**  |
| **Local Information:** |
| **Service Name:** **Service Model:** **Recruiting Manager:** **Location:****Contact:** | SLAM Crisis HouseCrisis HouseYusuf Momoh Simpar Heather CloseHither Green, Lewisham, SE13 |
| **Service Description:** |
| SLAM Crisis House provides a relaxing environment to support people during a time of mental health crisis. Our service offers short term placements for up to 7 days. People will work with our team of recovery workers on a tailored support plan to help manage their mental health and develop effective coping strategies. People are offered both one-to-one and group sessions to provide practical and emotional support, build resilience and promote self-help tools. We work closely with the home treatment teams along with other external agencies to support people to achieve their goals.  |
| **Additional Information:** |
| **Working Hours:** This is a part - time role, requiring the post-holder to work **22.5** hours per week. **Salary: £16,044** (pro rata of £26,741) per annum inclusive of £1,950 (pro rata of £3,250) Location allowance.Subsequent salary progression up to a maximum of £16,785 (pro rata of £27,976) inclusive per annum will apply to this post, subject to the postholder meeting the eligibility and performance criteria with progression to **Team:** **Health & Safety:**  |
|  |  |  |  |  |  |  |

|  |
| --- |
| **Person Specification** |
| **Administrator**You will need to demonstrate in your application that you possess the six essential criteria for this post as detailed below.Demonstration of some of the additional criteria will also assist you greatly in your application. |
| **SKILLS & ABILITIES** | **Essential** | **SUPPORTING STATEMENT** |  |
| **Good verbal communications skills and an ability to relate to a wide range of people.** | **✓** | **YES** |  |
| **Understanding of mental health.** | **✓** | **YES** |  |
| **Ability to manage complaints and feedback** | **✓** | **YES** |  |
| **Good keyboard skills** | **✓** | **YES** |  |
| **Good IT skills; Microsoft Office** | **✓** | **YES** |  |
| **Good numeracy skills, accuracy, efficiency and ability to work under pressure** | **✓** | **YES** |  |
| Ability to co-ordinate and prioritise own workload | ✓ |  |  |
| Knowledge of safeguarding | ✓ |  |  |
| Knowledge of email systems |  |  |  |
| **Experience** |  **Essential** |
| At least 12 months administrative and/or secretarial experience. | ✓ |  |  |
| Experience of maintaining and reviewing office systems and procedures. | ✓ |  |  |
| Experience of attending and minuting meetings. | ✓ |  |  |
| Reception experience |  |  |  |
| **OTHER** |  **Essential** |
| Ability to use own initiative | ✓ |  |  |
| Self motivated | ✓ |  |  |
| Clear understanding of confidentiality | ✓ |  |  |
| Commitment to and understanding of Equal Opportunities | ✓ |  |  |
| Able to work as part of a team | ✓ |  |  |
| Willingness to attend training courses and events | ✓ |  |  |

**We believe in personal development, where lacking any of the desirable specifications, we like to see a commitment to learn – call the recruiting manager to discuss**