

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Changes - Kirklees

POST:	Peer Support Coordinator
SALARY:	NJC Scale 16-18
ACCOUNTABLE TO:	Senior Support Worker, Service Manager
RESPONSIBLE FOR:	Peer Support Worker / Volunteers

ORGANISATIONAL EXPECTATIONS:

Community Links aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Links at all times.

OUTLINE OF POST:

The post-holder will be responsible for developing the Volunteering and Peer Support component within the Changes service.

The remit of the Peer Support element of the service is to provide formalised peer support, to support people to engage in the Changes 1:1 and group programme, and onwards into community support.

This will include recruiting, inducting and providing on-going supervision and line-management to all Peer Support Workers and Volunteers, as well as developing the staff teams' skills and capacity to work successfully alongside Volunteers.

The post holder will build and maintain positive relationships with Kirklees statutory and voluntary services as effective interagency working is paramount to the role and to the development of the Changes Service.

MAIN TASKS:

1. To take responsibility for the day-to-day operational management and development of the Volunteering & Peer Support component of the service,

ensuring integration into the wider service, local partnerships and the Kirklees Volunteering community.

2. To lead on the coordination and implementation of the Volunteering and Peer Support Project Plan for Changes.
3. To take a leading role for Coproduction in the service by ensuring that we are working collaboratively with clients and volunteers to offer opportunities and pathways, alongside client-led processes to support development of the service and our client group.
4. To promote Volunteering opportunities within the service and the wider Organisation; ensuring sufficient recruitment of Volunteers to meet the needs of clients within the service.
5. To supervise Volunteers and the Peer Support Worker. Providing vision, direction, support, development and training opportunities in order that Volunteers deliver appropriate support to clients in line with Community Links philosophy. Oversee the evaluation of Volunteers' and Peer Support Workers performance.
6. To maintain a rota system that is appropriate to the Volunteering opportunities provided within the service.
7. To ensure Volunteers / Peer Support Workers working out of hours are familiar with the On-call Duty Manager System and their responsibilities within this.
8. To ensure that the Volunteer component of the service is flexible and provides a variety of opportunities in how clients can access this. Using Volunteers, create a pathway that facilitates clients to access community activities when ready for discharge from Changes.
9. Develop the Changes staff team's skills and capacity to work successfully with Volunteers and Peer Support Workers.
10. To ensure that client records are maintained in line with service standards.
11. To promote and facilitate client involvement in all aspects of service provision.
12. Ensure that Volunteers and Peer Support Workers are fully integrated into service protocols for assessing and managing risk and that communication between the Volunteering and support components of the model are effective.
13. Under the direction of the Service Manager attend meetings / forums and provide reports relevant to the post.
14. Under the guidance of the Service Manager develop, implement, review and work in accordance with all Community Links and Changes service policies and procedures.

15. To ensure that any premises Volunteers and Peer Support Workers work from remain secure and safe.
16. Maintain and update appropriate client and service recording and information systems, ensuring information required for service monitoring is accessible.
17. To maintain expenditure and petty cash systems in accordance with allocated budget, under the guidance of the service manager.
18. To participate in regular supervision.
19. To participate in Community Links Performance Development Review systems.
20. Keep up-to-date with policies, guidelines, procedures and practices.
21. Participate in team meetings and other meetings as required.
22. Represent Community Links in a knowledgeable and professional manner at all times.
23. Maintain appropriate professional boundaries at all times.
24. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which Community Links operates.

Please note this job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible approach to the tasks, which may be varied from time to time following discussion with line management. Any variations will be subject to the operational requirements and will be in keeping with the general profile of the post.

Person Specification – Peer Support Coordinator (Changes)

The person specification should be read in conjunction with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A,I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A,I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links	✓		A, I, E
Have a genuine interest in leadership and developing the skills of others.	✓		A,I,E
Knowledge & Skills	Essential	Desirable	
A sound knowledge base of Volunteering & Peer Support models and networks	✓		A,I,E
A sound knowledge base in relation to Coproduction and implementing into practice to support service development	✓		A,I
Ability to work to deadlines	✓		A,I
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail	✓		A, I, E
A sound knowledge base with regard to differing approaches to mental health, including Personality Disorders	✓		A,I,E

Understand and be able to work within an Asset Based Approach	✓		A,I,E
Ability to use Microsoft packages including outlook, word, excel	✓		A
Have access to a car for work purposes and hold a full current UK driving licence		✓	A
Report writing and performance reporting		✓	A,I
Knowledge of legislation relating to Volunteers		✓	A,I
Language skills: Urdu, Punjabi, British Sign Language		✓	A
Experience	Essential	Desirable	
Experience of working with and developing individual support plans	✓		A,I,E
Experience in mental health as a carer, Volunteer, client or worker	✓		A,I
Experience of managing or supervising Volunteers / Peer Mentors / Peer Support Workers	✓		A,I,E
Relevant professional mental health qualification		✓	A