



VOLUNTEER ROLE DESCRIPTION

Role Title: Haringey Wellbeing Network (HWN) Peer Support Coach

Responsible to: HWN Peer Support Coach Project Worker

Hours: x hours per week: occasional evening work attending meetings

PURPOSE

Peer Support Coaches will:

- Act as positive role models and provide 1-2-1 support specifically for people with moderate to severe mental health conditions and aid their journey to recovery;
- Build sustainable positive and supportive relationships with their coachees, through identifying common interests and strengths;
- Use their lived experience of managing mental health issues and recovery to provide empathy, support and inspiration to coachees;
- Ensure coachees are socially prescribed on to appropriate agencies such as housing, counselling and advice, through the HWN Advocacy and Activities Service when necessary, ensuring all assessment and referral details are logged and trackable;
- Enable their coachees to identify realistic aspirations and goals for themselves and develop robust and sustainable outcome-driven recovery plans;
- Share personal recovery experiences appropriately, thereby enabling coachees to regain control over their lives and "own" their recovery process;
- Enable individuals with lived experience of mental health issues to form sustainable support networks, thereby reducing levels of loneliness, social isolation;
- Promote mental health and wellbeing through the Peer Support Coach service and positively represent the HWN and themselves in appropriate forums in the community;
- Support coachees to attend appointments, meetings and activities of their choice that are aligned to their recovery goals;

Key Responsibilities:

- Promote the wellbeing and safeguarding of peer coachees for whom they are responsible or come into contact with; Report any concerns and incidents regarding peer coachees' wellbeing to the Project Worker and ensure safeguarding procedures are always adhered to;
- Promote understanding of the principles and practice of Peer Support and user- run services amongst staff, service users and organisations throughout the borough;
- Problem-solve challenging issues and form solutions effectively;
- Be the main point of contact for the Peer Support Coachees;
- Keep accurate records using the relevant software and contribute to the evaluation of the effectiveness of the service as required, include ensuring that outcome measures are completed and recorded in a timely and accurate way;

General Responsibilities

- Work in accordance with Mind in Haringey's Values, Aims and Objectives;
- Provide a positive representation for the organisation both internally and externally, promoting our work, and attending local meetings and partnership events when required;
- Comply with all organisational and departmental policies and procedures and 'Mind Quality Mark' quality assurance process;
- Promote positive understanding, awareness and attitudes towards mental health as part of day-to-day duties;
- Work at all times to promote equality, diversity and individual rights;
- Be efficient, responsible and maintain a high level of personal organisation; keeping accurate and appropriate records and providing information for monitoring and evaluation as required;

Haringey Wellbeing Network

Peer Support Coach

Role SPECIFICATION

Note to candidates

JOB TITLE: Peer Support Worker

Category	Post Requirements	
Experience	<ul style="list-style-type: none"> • Lived experience of mental health services in Haringey; • Wide range of life experiences available to share and use to promote an enabling and positive view of opportunities for others 	
Skills, Knowledge & Abilities	<ul style="list-style-type: none"> • Good written and verbal communication skills and an ability to present information clearly • The ability to communicate effectively across cultural boundaries • Empathy, patience and sensitivity to be able to support people • Knowledge of the health and social care services in Haringey • Commitment to person centred approach • Good organisational/administrative skills • Good IT skills • Understanding of and commitment to Equality & Diversity • Understanding of and commitment to the safeguarding of children and adults eligible for statutory care and support services • An awareness of issues relating to lone working, effective management of personal and professional boundaries • Ability to work independently and take initiative • Ability to prioritise and work flexibly to changing requirements • Ability to maintain client confidentiality 	
Personal Qualities	<ul style="list-style-type: none"> • Patient, non-judgemental respectful and compassionate; • Empathetic • Emotionally mature 	