



## Haringey Wellbeing Network

### JOB DESCRIPTION

- Job Title:** Haringey wellbeing Network Peer Support Co-ordinator
- Responsible to:** Haringey wellbeing network Manager
- Accountable to:** Chief executive officer
- Hours:** 37.5 hours per week: occasional evening and weekend work
- Pay scale:** £25,500 per annum
- Holidays:** 28 days per year

### JOB PURPOSE

To manage and lead the development and delivery of two models of peer support services in the borough of Haringey including recruitment, training, managing, and supporting volunteers to deliver a 1-2-1 coaching service and group peer support Hubs.

This Peer Support Services is part of the Haringey Wellbeing Network, which is a community based mental health service, supporting individuals with moderate to severe mental health problems. This role will also include line managing a Peer support project worker to ensure that all services are delivered together in a seamless manner to support service members.

### Key Responsibilities:

- To manage, develop the delivery of a safe 1-2-1 peer support service, and several Hubs across the borough of Haringey.
- Promote understanding of the principles and practice of peer support and user run services amongst staff and service users, both within the organisation and to outside agencies ensuring peer support is seen as an integral social care intervention for the benefit of the client.
- To deliver 1-2-1 and group Peer support and line manage the Peer support volunteers to ensure they receive support and supervision to work in their role effectively.
- Oversee the safe delivery of the Peer Support Service in the Haringey Wellbeing Network for all those actively involved, including staff members, volunteers, and service users, ensuring that all activities comply with the Vulnerable Adults

at Risk Policy, Health and Safety and Risk policies.

- Work closely with HWN manager to ensure the services is marketed to the appropriate audiences in an accessible, compelling way that reflects the organisation's values.
- Ensure that contract targets are consistently achieved and that clear action plans are developed and implemented to address areas of under-performance.
- Ensure good communication and liaison with all Haringey Wellbeing Network staff, to facilitate effective signposting between peer support service and the organisation's other services.
- To work with the Haringey Wellbeing Network manager to recruit and induct people with experience of mental health problems to act as Peer Support Volunteers, ensuring that appropriate levels of Peer Support Volunteers are maintained.
- To provide guidance and regular and flexible support to enable Peer Support Volunteers to effectively undertake their roles. This includes the provision of individual and group supervision opportunities. To work with the project worker to ensure this is delivered effectively.
- To support Peer Support Volunteer coaches to Undertake Annual Volunteer Reflection meetings with all Volunteer Peers.
- Monitor the effectiveness of peer support in managing the mental wellbeing of clients and volunteers, including through the regular use of outcome measurement tools.
- Ensure the effective administration of Peer Support Sessions, maintaining accurate records on the VIEWS database or tracking sheets.
- Produce reports on service delivery and contribute to appropriate research to enable the peer support programmes to be effectively monitored and evaluated.
- Contribute to the development of procedures and guidelines as they relate to Peer Support. Review best practice within the wider field and implement changes as necessary.

### **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, including promoting our work, and attending neighbourhood meetings and partnership events when required.
- Comply with all organisational and departmental policies and procedures and 'Mind Quality Mark' quality assurance process.
- Display a good understanding of the different cultural issues and work to promote equality, diversity and inclusion within the community.
- 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.
- Participate in and actively contribute to individual supervision, training and team meetings; attend staff meetings and organisational events as required.
- Work flexibly, including from outreach venues, lone working and meeting clients in locations across the borough, being prepared to perform other duties commensurate with the role which may include managing cases if waiting lists are extensive.
- Work alongside and ensure active service user participation in all aspects of work including design, implementation, and monitoring of activities.

**Haringey Wellbeing Network**  
**Peer Support Co-ordinator**  
**PERSON SPECIFICATION**

**Note to candidates**

All of the criteria marked (A) will be used for shortlisting purposes.

You must describe how you meet these criteria in the 'General Experience and Further Information' section of the application form, giving examples where possible, as this is part of the assessment process.

Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview.

**JOB TITLE: Peer Support Co-ordinator**

Category	Post Requirements	
	Essential	Desirable
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to Diploma/NVQ Level 4 or Equivalent by experience (A)</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in mental health services (A)</li> <li>Experience of recruiting, managing and supporting volunteers (A)</li> <li>Experience of line managing staff (A)</li> <li>Experience of working within community-based services (A)</li> <li>Experience of developing new projects or services (A)</li> <li>Experience of working collaboratively in a team</li> <li>Experience of delivering training, presentations and facilitating workshops (A)</li> </ul>	<p>Personal experience of mental health problems</p> <p>Experience of co-ordinating peer support groups</p>
<b>Skills, Knowledge &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Excellent organisational skills (A)</li> <li>Ability to motivate staff, volunteers and service users (A)</li> <li>Strong commitment to service user involvement and people with mental health problems running services</li> <li>Good IT skills eg ability to use Microsoft Office programmes, internet, email and databases (A)</li> <li>Good written communication skills with an ability to present information in a clear and concise way (A)</li> <li>Excellent verbal communication skills</li> <li>Ability to communicate with a wide range of people (A)</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to provide culturally relevant services</li> <li>• Ability to contribute to the development of guidelines and procedures (A)</li> <li>• Understanding of and commitment to increasing opportunities for social inclusion</li> <li>• Understanding of and commitment to person centred approaches</li> <li>• Understanding of, and commitment to BLG Mind's Equity, Diversity &amp; Inclusion Policy</li> </ul>	
<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>• Ability to travel around the borough of Haringey to develop Peer Support at a variety of venues.</li> <li>• Ability to work flexibly in order to meet the needs of the organisation, which will include some evening and weekend working.</li> </ul>	

**Closing Deadline:** Monday 13<sup>th</sup> June 2022 5pm.

**Please submit all Applications to:**

[admin@mih.org.uk](mailto:admin@mih.org.uk)