



Post: Peer Mentor Volunteer Coordinator

Delegated Authority: Level 7

Team: The Camden Recovery Service

Responsible to: Peer Mentor Team Manager

Responsible for: Peer Mentors

Job Purpose

To work within a specialist team supporting the local delivery of a peer mentoring programme as well as supporting organisational-wide peer support initiatives. The role will include a specialism focusing either on peer support within drug and alcohol recovery or the criminal justice system.

Locally, the role will involve delivering the peer mentoring programme, including recruitment, training and supervision of volunteers, across the boroughs of Camden and Islington. Working in conjunction with CGL and The C&I NHS Foundation Trust and other relevant local partners. The post holder will be responsible for coordinating local Peer Mentor volunteers, all of whom have lived experience of recovery from drug and alcohol use and/or the criminal justice system.

Organisationally, support elements of the roll out of peer support across SHP. Particular emphasis will be placed upon ensuring Peer Mentor volunteers are provided with effective, high quality support to fulfil their voluntary or paid role in supporting service users. This includes supporting them to maintain and progress with their own recovery goals including access to other ETE opportunities.

Key Accountabilities

1.0 Peer Mentor Supervision

1.1 To ensure Peer Mentors operate within the boundaries of their role.

1.2 Coordinate the activity of the Peer Mentors, including a rota of 'recovery drop-ins', co-facilitation of the group programme, peer-led groups and one-to-one activity between Peer Mentors and service users.

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Document Number: []	Issue Date: []	Status: []
Version No: []	Next Review Date: []	Page : 1 of 8

1.3 Coordination of a monthly Peer Mentor team meeting, where Peer Mentors share best practice and update on progress.

1.4 Provide 1-1 supervision to Peer Mentors, identifying and responding to training and development needs as well as supporting them to maintain their own recovery.

1.5 Plan and implement a training and induction programme for the Peer Mentors, as well as on-going development training.

2.0 Service Delivery & Development

2.1 To design and deliver an accredited Peer Mentor Programme delivered in line with service specifications.

2.2 To oversee all activities undertaken by Peer Mentors including but not limited to 'Recovery Drop Ins' at local treatment services and 'Recovery Together'.

2.3 Coordinate and publicise recovery events widely in specific borough's, services and/or across SHP.

2.4 To develop a range of peer-led and on-line recovery initiatives, promoting these initiatives throughout SHP and relevant treatment systems.

2.5 Oversee management of an allocated budget, with support of Peer Mentor Team Manager

2.6 To work closely with substance use treatment providers, criminal justice service providers and other relevant agencies in relevant boroughs, to develop peer support initiatives and opportunities for peer mentor development.

2.7 To support the roll out of the Peer Mentor programme across SHP including but not limited to the development of staff training, staff and client resources; both face to face and digital.

2.8 To involve Peer Mentors and service users in the co-production of peer support initiatives.

3.0 Information Management

3.1 To help produce regular and timely monitoring and evaluation reports. To ensure accurate information about activity is provided to maintain the service database and fulfil monitoring requirements meeting the deadlines imposed.

3.2 To support the Peer Mentors to record relevant information to agreed standards.

3.3 To lead on the processing and management of online DBS applications for volunteers

4.0 Networking, Liaison and Brokering

4.1 To develop effective working relationships with Camden and Islington's substance misuse treatment providers and hostels, both at front-line and first management levels.

This document will be uncontrolled when printed

Document Number: []	Issue Date: []	Status: []
Version No: []	Next Review Date: []	Page : 2 of 8

4.2 To develop effective working relationships with agencies involved in the Criminal Justice System in Camden and Islington, both at front-line and first management levels.

4.2 Along with the Team Manager, to liaise effectively with other SHP services in supporting with the roll out of peer support.

4.3 Provide the Peer Mentors opportunities for personal and professional development by linking into activity provided within the Recovery Services, other SHP services and external opportunities..

5.0 Health and Safety

5.1 To ensure that Peer Mentors are aware of and comply with organisational service policies and procedures for safe working practices for volunteers and service users.

5.2 To ensure current event risk assessments are in place for all Peer Mentor activities.

5.3 To comply with organisational and service policies and procedures for safe working practices.

This document will be uncontrolled when printed

Document Number: []	Issue Date: []	Status: []
Version No: []	Next Review Date: []	Page : 3 of 8

Technical and Professional Know-How required for Effective Performance

When completing your supporting statement, you will be required to address (using examples) some of the points within the box below

Experience

Demonstrable experience of operating a recovery-focused approach including using coaching and motivational interview techniques.

- Experience of facilitating and delivering groups and/or workshops.
- Experience of managing complex and difficult situations in relation to the provision of service to vulnerable client group(s).

Abilities, Skills & Knowledge

- Understanding of issues relating to substance use and the criminal justice system.
- Ability to co-ordinate the work of a number of individuals or agencies to get tasks completed to time and to specification.
- The ability to develop the skills of others, to motivate and manage a quality service, committed to achieving excellence.
- An ability to network and work in partnership with statutory and voluntary specialist agencies in order to establish or improve services for clients.
- An in-depth understanding of the principles of assessment, planned support and goal setting with vulnerable people.
- An understanding of the principles underlying a quality client-focused service, with proven ability to empower and involve service users.
- Ability to be self-motivating, work under pressure, and manage time effectively, prioritising different areas of work according to need.
- A level of numeracy, literacy and comprehension and IT skills necessary to maintain data and fulfil monitoring requirements.
- An ability to communicate clearly in writing and analyse written and numerical information.
- A commitment to working flexibly and creatively in response to changing organisational requirements.

This document will be uncontrolled when printed

Document Number: []	Issue Date: []	Status: []
Version No: []	Next Review Date: []	Page : 4 of 8

Competencies Required for Effective Performance:

Competency	What this looks like in practice	Level
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This document will be uncontrolled when printed

Document Number: []	Issue Date: []	Status: []
Version No: []	Next Review Date: []	Page : 5 of 8

<p>Analytical Thinking</p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p>Gathers the required information to solve problems</p> <ul style="list-style-type: none"> ▪ Steps back from the problem and thinks about what information is required. ▪ Collects the information required to solve the problem. ▪ Draws upon and learns from previous experiences of self and others. ▪ Organises the information in a logical way <p>Sifts and analyses information</p> <ul style="list-style-type: none"> ▪ Processes information quickly and draws accurate conclusions. ▪ Breaks down problems into their parts, identifies cause and effect. ▪ Makes accurate deductions. ▪ Evaluates whether arguments or cases are complete or sound. ▪ Challenges incorrect information or discrepancies. ▪ Reflects on what they've done and learns from it. 	<p>1</p> <p>2</p>
<p>Commitment and Drive</p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p>Is conscientious and professional</p> <ul style="list-style-type: none"> ▪ Meet targets and deadlines. ▪ Do what they say they are going to do. ▪ Prepares properly for meetings and events. ▪ Complies with defined policies and procedures. ▪ Understands the need to evidence what we do. ▪ Completes paperwork and reports in line with standards. <p>Is proactive and solution focused</p> <ul style="list-style-type: none"> ▪ Is enthusiastic and positive in what they do. ▪ Do things before they need to be told. ▪ Find solutions for themselves. ▪ Knows when to make decisions and when to seek support from others ▪ Flexible and adapts response according to the situation while working within. SHP policies and procedures. 	<p>1</p> <p>2</p>
<p>Efficiency and Effectiveness</p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p>Organises own work</p> <ul style="list-style-type: none"> ▪ Thinks ahead about what needs to be done. ▪ Sets clear priorities for work. ▪ Shows good attention to detail; checks work for accuracy. ▪ Keeps files and other paperwork up to date. ▪ Knows where to find things. ▪ Meets targets and deadlines. <p>Consistently delivers work on time and to standards</p> <ul style="list-style-type: none"> ▪ Produces work quickly ▪ Meets quality standards. ▪ Plans work and projects, sets clear milestones. ▪ Monitors progress and takes action where performance deviates from plan. ▪ Juggles several tasks and projects at any one time without letting any drop. 	<p>1</p> <p>2</p>

This document will be uncontrolled when printed

Document Number: []	Issue Date: []	Status: []
Version No: []	Next Review Date: []	Page : 6 of 8

<p>Teamworking</p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Supports and considers others</p> <ul style="list-style-type: none"> ▪ Does their fair share. ▪ Is flexible and is prepared to help with things which are outside their own role ▪ Sees when others are struggling and offers help. ▪ Owns their decisions and does not pass the buck. ▪ Actively contributes to team meetings. ▪ Shares knowledge and ideas with colleagues. ▪ Actively supports other teams across SHP. ▪ Promotes SHP as an organisation inside and outside the organisation. <p>Builds team spirit</p> <ul style="list-style-type: none"> ▪ Acts to promote cooperation in the team. ▪ Emphasises the strengths of the team and builds on them. ▪ Offers support and coaching when required. ▪ Proactively identifies and manages conflict within the team. ▪ Takes collective responsibility for team actions and decisions. ▪ Represents the team positively to others in SHP 	<p>1</p> <p>2</p>
<p>Effective communication</p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p>Communicates clearly</p> <ul style="list-style-type: none"> ▪ Can talk to different types of people effectively. ▪ Checks that they have been understood. ▪ Speaks to people in a respectful and courteous manner. ▪ Respects and considers cultural differences. ▪ Uses appropriate body language. ▪ Writes clearly and concisely. ▪ Uses appropriate methods of communication. <p>Shows warmth and consideration to others</p> <ul style="list-style-type: none"> ▪ Is open and honest. ▪ Makes every effort to put people at their ease. ▪ Is a good listener; gives people time. ▪ Takes time to tune into what others are really thinking and feeling. ▪ Is very aware of their own emotions and feelings and how these impact on others 	<p>1</p> <p>2</p>
<p>Resilience</p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p>Is self-aware</p> <ul style="list-style-type: none"> ▪ Takes time to reflect on actions and behaviours and learn from them. ▪ Admits when they make mistakes and learns from them. ▪ Has the confidence to review what works and does not work. ▪ Is aware of their own strengths and areas for development. ▪ Takes responsibility for their own learning. <p>Is assertive and self-confident</p> <ul style="list-style-type: none"> ▪ Presents self in a confident manner. ▪ Raises issues in a constructive way. ▪ Able to make clear decisions and act on them. ▪ Remains calm and self-controlled in challenging situations. ▪ Acts decisively and appropriately in a crisis. 	<p>1</p> <p>2</p>

This document will be uncontrolled when printed

Document Number: []	Issue Date: []	Status: []
Version No: []	Next Review Date: []	Page : 7 of 8

<p>Putting the Customer First</p> <p>(The willingness and ability to deliver the best possible person-centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p>Builds effective relationships with customers</p> <ul style="list-style-type: none"> ▪ Makes themselves available for the customer. ▪ Treats people with respect and courtesy ▪ Explores with customers their specific needs ▪ Is very clear with boundaries – the customers and their own. ▪ Recognises that SHP exists to provide a service to our customers. <p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of meeting customers’ needs ▪ Is responsive to customer problems and works with them to resolve problems promptly. ▪ Foresees problems rather than waiting for them to happen ▪ Asks for feedback from customers about the service provided, and acts on it. ▪ Establishes effective working relationships with other agencies to meet customer needs. ▪ Knows when to refer on to other agencies. 	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p>
<p>Embracing Change and Innovation</p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Responds positively to change</p> <ul style="list-style-type: none"> ▪ Sees the positive aspects of change. ▪ Is flexible and adapts easily to new requirements. ▪ Is willing to learn and to take on new skills. ▪ Offers constructive alternatives if they disagree with a change. <p>Generates new ideas</p> <ul style="list-style-type: none"> ▪ Challenges the way that things are done now and proposes a better way. ▪ Comes up with creative solutions and ideas. ▪ Seeks new ways of working in partnerships. ▪ Asks for other ideas on how changes and new ideas can be implemented. ▪ Looks for new opportunities for promoting SHP. 	<p style="text-align: center;">1</p> <p style="text-align: center;">2</p>

This document will be uncontrolled when printed

Document Number: []	Issue Date: []	Status: []
Version No: []	Next Review Date: []	Page : 8 of 8