

## Job Description

Title: Havant Peer Support Lead and Volunteer Co-ordinator

Term: Permanent

Salary: £21,500

Location: East Hants and Havant

### Job Summary

To manage the development and delivery of peer support groups and services within the area covered by Havant and East Hants Mind.

This role includes the management of peer support staff and volunteers. Including; recruitment, induction, training, supervision, performance management and line management responsibilities.

The Peer Support and Volunteer Co-Ordinator is responsible to Wellbeing Management.

### Key Relationships

Volunteers, peer supporters, wellbeing practitioners, administrators, management, carers, clients, health and social care providers and other key stakeholders.

### Key Responsibilities:

- To understand and advocate the key principles of peer support and service user run groups.
- Work to ensure the organisation's values are reflected in peer support practice, promoting equality and diversity throughout the service.
- Ensure that clear action plans are developed and implemented to address areas of under-performance.
- Oversee the safe delivery of the peer support service.
- Ensure that all activities comply with organisation's policies, including health and safety procedures to ensure any risks to staff or clients are managed.
- Ensure good communication with all staff and collaborate with external agencies to promote the peer support service.
- Work alongside management to oversee the recruitment and induction of people with lived experience of mental health problems to act as peer supporters and volunteers.
- Ensure that appropriate levels of peer support and voluntary staff are maintained.

- Develop, deliver and evaluate the peer support induction and training programme.
- Provide guidance and flexible support to enable volunteers and peer supporters to effectively undertake their roles. This includes the provision of individual and group supervision opportunities.
- Work effectively with volunteers and peer supporters in order to ensure issues and challenges are being communicated and addressed.
- Responsible to volunteers and peer supporters as a primary contact in the event of sickness, absence and annual leave requests.
- To promote the professional development of peer supporters and volunteers.
- Keep accurate and appropriate records and be able to produce reports monitoring peer support service delivery upon management request.
- Ability to work flexibly and embrace necessary last-minute changes.
- Work alongside and ensure active service user and carer participation in all aspects of work, including design, implementation and monitoring of activities.
- Any additional relevant tasks as requested by Wellbeing Management.