**Hear Us**

**QUALITY MANUAL**

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Section D People Management

D.3.1 Job Description: Peer Support Coordinator

Linkworking Project

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| Agreed Date: | 03/11/2023 |
| Last Date of Review: | 03/11/2023 |
| Next Review Date: | 13/02/2024 |
| Version #: | HU-V1 |

**Formatting Restricted**

**History of Hear Us:** In 1992, a mental health service user community group called Crocus was formed. In 2000, Crocus transformed into Hear Us and Hear Us became a charity in 2009 to provide services for people with serious mental illness in Croydon.

Hear Us is Croydon’s only service user group for people with severe and enduring mental illness and our organisation is 100% service user run. This strength gives us a unique insight into the barriers faced by our service users, particularly those also experiencing drug & alcohol misuse or leaving prison. We provide specialist peer support and personal support for our service users who are people with complex mental health issues living in the London Borough of Croydon. We have developed an excellent reputation within the mental health community and supporting services for delivering highly respected service user run specialist peer support services. Our practical activities help people to cope better with daily living and help to address financial, social, emotional and physical needs.

**The Peer Support Linkworking Project** has been running in Croydon since October 2007. Hear Us has developed and supported a team of peer support Linkworkers to visit the inpatient wards at the Royal Bethlem Hospital (RBH) and Croydon’s mental health community services, Jeanette Wallace House (JWH) and Queens Resource Centre (QRC).

Our Peer Support Linkworkers are trained to listen to the service user’s experiences of mental health services. The Linkworking Project supports service users to have their voice heard and helps them to express their concerns about the treatment and care they receive. Linkworkers also signpost to other mental health services, social inclusion and preventative services.

Our goal is to support service users to develop confidence, self-esteem and feel empowered through positive discussion and to reduce stigma and discrimination towards people living with mental ill health.

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| **SECTION D3.1.3 Peer Support Coordinator Job Description** | |
| **Post:** | Peer Support Coordinator |
| **Accountable to:** | Deputy Chief Executive Officer |
| **Managed by:** | Deputy Chief Executive Officer |
| **Responsible for:** | Volunteer Peer Support Linkworkers and Project Volunteers |
| **Hours:** | 24 hours per week, spread over the Linkworking Project’s core hours |
| **Pay:** | £21,624 (Pro Rata £33,337) |
| **Length of Contract:** | The post is a 3 year fixed contract, with possible extension, subject to funding |
| **Based at:** | Based mainly at Orchard House, 15A Purley Road, South Croydon, CR2 6EZ, although required to work at other sites within Croydon as requested by the Manager. |
| **Flexible Working** | The post-holder can apply for flexible working if they have worked continuously for Hear Us for the least 26 weeks, providing this is within the scope of and balancing the needs of the Linkworking Project |
| **Working off-site:** | Working across Croydon and surrounding boroughs, the work will include ward and community service visits. |

Purpose of the Peer Support Coordinator Post:

The post-holder will deliver, develop and expand upon the success of our existing independent peer support Linkworking Project at inpatient wards at the Royal Bethlem Hospital (RBH) and Croydon’s Mental Health Community Services, Jeanette Wallace House (JWH) and Queens Resource Centre (QRC). The post-holder will manage and support our team of peer support Linkworkers to monitor the quality of Croydon’s statutory mental health services. The post holder will provide feedback and help to campaign for improvements to statutory services provided by the South London and Maudsley NHS Trust (SLaM). Hear Us report all project outputs and share our findings with the South West London Integrated Care Board (SWL ICB) and at senior stakeholder meetings across the borough of Croydon. The peer support Linkworking Project will contribute and support Hear Us in representing the voice of Croydon’s service users in the development, planning and commissioning of mental health services.

Improved Linkworking outputs and outcomes will provide data and evidence that will enable our new Campaigns Coordinator role to create campaigns for change and suggest improvements to statutory services provided by SLaM.

The South West London Integrated Care Board (SWL ICB) currently funds the management of the Hear Us Peer Support Linkworking Project and Peer Support Linkworkers are rewarded for their time on the project through SLaM’s Involvement Register.

Duties of the Peer Support Coordinator:

To manage a small, vibrant team of peer support Linkworkers (all of who are current or former mental health service users).

To recruit and train new peer support Linkworkers, providing ongoing support such as supporting service users in signing up for the SLaM Involvement Register, arranging an induction with Hear Us and introducing peer support Linkworkers to wards and services.

To work with peer support Linkworkers to produce quarterly and annual reports that will be widely distributed and visible on inpatient wards, ensuring to include contributions from service users with whom the project comes into contact.

To make regular visits to hospital wards and other services, meeting with service managers and directors. The post holder will be expected to attend service development meetings and reviews, such as the monthly ward managers meeting, Croydon operations and performance meeting, and any other meetings identified that could benefit the project.

To support peer support Linkworkers to access and complete mandatory training, (including safeguarding, prevent and information governance) and to encourage attending further training, workshops or other opportunities that may support in their own development.

To support peer support Linkworkers in capturing themes, diversity monitoring and service user evaluations from Linkworking sessions, ensuring these are submitted in a timely fashion.

To review and quality check the data captured by peer support Linkworkers.

To provide bespoke Hear Us training to new peer support Linkworkers as part of the induction process, and provide refresher and ongoing training for existing peer support Linkworkers, updating the training manuals where necessary.

To monitor the peer support Linkworking Project, evaluating its effectiveness on improving services and gathering feedback from service users, Linkworkers, and SLaM staff.

To develop and maintain a healthy working practice for yourself and your peer support Linkworkers by having clear personal and professional boundaries.

To attend supervision and identify your own training and support needs with your supervisor.

To provide peer support Linkworkers with signposting material and information that can be shared with service users.

To work in an anti-discriminatory way, opposing discrimination against people who experience mental distress and other forms of discrimination.

To organise and manage the peer support Linkworking rota, finding cover where necessary, ensuring as few sessions are cancelled as possible.

To provide bi-monthly one-to-one sessions and annual reviews with individual peer support Linkworkers and organise regular team support meetings

To maintain good relations with the SLaM Involvement Register, and submit peer support Linkworkers’ timesheets as required.

To work with the Hear Us Senior Management Team to develop the existing peer support Linkworking Project, including finding and applying for new funding opportunities to support the project to grow, and developing a senior peer support Linkworker role (formerly Linkwork Champions).

The Hear Us Trustees, Chief Executive Officer and Deputy CEO may review this job description in consultation with the Peer Support Coordinator. The job description is not an exhaustive document and may be subject to change or revision in the future. This will be done in consultation with the post-holder.

Person Specification

Outlined below are the skills, knowledge and experience required to carry out the duties in the job description. Applicants must be able to meet all the essential criteria. Meeting the desirable criteria will be a further asset. Please bear all the criteria in mind when completing your application form and make sure that you give examples and demonstrate that you meet the criteria.

Essential Criteria:

Candidates must be able to demonstrate that they have:

1. At least two years’ experience in supporting and supervising a small team of volunteers and/or paid staff.
2. At least one year’s experience of training, group work or facilitation.
3. Knowledge and experience of working in the voluntary/community sector.
4. A commitment to the empowerment of service user client groups and to user-run and peer support services.
5. An ability to motivate, support and train service users who want to get involved in peer support, user representation and campaigning work.
6. Experience of organising training events, conferences and public speaking.
7. Strong enabling and facilitating skills and an ability to get on with all sorts of people.
8. Ability to communicate effectively with people from a wide range of backgrounds including mental health service users in distress and senior health and social care staff, using a variety of methods including presentations, face-to-face contact, telephone, video calls and in writing.
9. Experience of promoting equal opportunities and inclusivity for anyone who experiences discrimination and its effects.
10. Ability to write reports and put together publicity material for different audiences.
11. Project management skills, including financial planning, time management, project planning, monitoring and evaluation.
12. Excellent IT skills and a commitment to advanced training, particularly in using Microsoft Office 365 programs, including Outlook, Word, Access, Excel, SharePoint, Forms and Teams.
13. Ability to work to your own initiative and to contribute to team working.
14. A commitment to working in an anti-discriminatory and inclusive way and an understanding of equity and diversity in line with Hear Us policies.
15. Ability to occasionally work out-of-hours, including weekends and evenings.

Desirable Criteria:

1. Personal experience of mental distress and/or personal experience of using the mental health system as a service user.
2. Knowledge and experience of working in the voluntary/community sector
3. Experience of working in a user-run organisation and/or peer support service.
4. A qualification or equivalent in one of the following: Health and Social Care, Community Development and/or Volunteer Management.
5. Experience and knowledge of current national and local policy and practice relating to user involvement and user empowerment.

APPLICATION FORM: PRIVATE AND CONFIDENTIAL

Please complete and return this form to our CEO Tim Oldham via email [tim@hear-us.org](mailto:tim@hear-us.org) or Post to Hear Us, Orchard House, 15a Purley Road, South Croydon, CR2 6EZ

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| Position Applied for: | **Peer Support Project Coordinator** |
| Reference Number: | HU-PSPC |

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| Personal Details | | |
| **Name** | Title: |  |
| Forename(s): |  |
| Surname: |  |
| **Contact Information** | Address: |  |
| Post Code: |  |
| Email: |  |
| Tel No. (Home): |  |
| Tel No. (Mobile) |  |
| N.I Number: |  |

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| Are there any restrictions on you taking up Employment in the UK? | | | | |
| **Yes:** | **❑** | **No:** | **❑** |  |
| **If Yes, Please Provide Details:** | | | | |

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| Education & any relevant qualifications and courses  (please complete in full and use a separate sheet if necessary) | | |
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| Dates | Schools/College/University | Qualifications Gained |
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| Current or Last Employment #1  (please complete in full and use a separate sheet if necessary) | | |
| Last/Current Employment | Name of Employer: |  |
| Address: |  |
| Dates of Employment: |  |
| Job Title: |  |
| Duties: |  |
| Reason for Leaving: |  |
| Notice Period: |  |

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| **Previous Employment #2**  (please complete in full and use a separate sheet if necessary) | | |
| Previous Employment | Name of Employer: |  |
| Address: |  |
| Dates of Employment: |  |
| Job Title: |  |
| Duties: |  |
| Reason for Leaving: |  |
| **Previous Employment #3**  (please complete in full and use a separate sheet if necessary) | | |
| Previous Employment | Name of Employer: |  |
| Address: |  |
| Dates of Employment: |  |
| Job Title: |  |
| Duties: |  |
| Reason for Leaving: |  |

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| **Previous Employment #4**  (please complete in full and use a separate sheet if necessary) | | |
| Previous Employment | Name of Employer: |  |
| Address: |  |
| Dates of Employment: |  |
| Job Title: |  |
| Duties: |  |
| Reason for Leaving: |  |

**Please feel free to elaborate on this in your personal statement.**

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| **Current Membership of Professional bodies (i.e. CIPD)** |
| Please note any professional bodies you are a member or registered with: |
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| **Other Employment** |
| Please note any other employment that you would continue with if you were to be successful in obtaining the position: |
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| **Leisure** |
| Please note here your leisure interests, sports and hobbies, other pastimes, etc.: |
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| References 1  (please note here two persons from whom we may obtain both character and work references) | | | | | |
| Title: |  | | | | |
| Forename(s): |  | | | | |
| Surname: |  | | | | |
| Address: |  | | | | |
| Post Code: |  | | | | |
| Contact No. |  | | | | |
| Position Held |  | | | | |
| May we approach the above before the interview? | | Yes | **❑** | No | **❑** |

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| References 2  (please note here two persons from whom we may obtain both character and work references) | | | | | |
| Title: |  | | | | |
| Forename(s): |  | | | | |
| Surname: |  | | | | |
| Address: |  | | | | |
| Post Code: |  | | | | |
| Contact No. |  | | | | |
| Position Held |  | | | | |
| May we approach the above before the interview? | | Yes | **❑** | No | **❑** |

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| Personal Statement |
| Please detail here your reasons for this application, your main achievements to date and the strengths you would bring to this post. Specifically, please detail how your knowledge, skills and experiences meet the requirements of this role (as summarised in the person specification). Please use no more than 1000 words max; please use additional pages if necessary) |
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| POTENTIAL CONFLICTS OF INTEREST |
| If you consider that you have any conflicts of interest in applying for this post, please identify what these are and how you would manage them. |
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| Criminal Record |
| The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provide that certain convictions and cautions are considered ‘protected’ when applying for certain jobs and activities. This means that they do not need to be disclosed to employers, and employers cannot take them into account if they are disclosed. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website. Please detail any criminal convictions except those 'spent', or otherwise ‘protected’, under the Rehabilitation of Offenders Act 1974. If you have none, please state. In certain circumstances employment is dependent upon obtaining a satisfactory Disclosure & Barring Certificate from the Disclosure & Barring Service. |
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| Data Protection | | | |
| We are aware of our obligations under data protection legislation, including the obligation to collect only the data that is required for our specific purpose. The information collected in this application form is specific to our recruitment exercise and necessary for the performance of the role that you have applied for. If you are recruited for the role you have applied for, or any other role we offer you, the information provided will then be used for the purposes of your employment with us, together with further information collected upon recruitment for those purposes.  We will treat your personal information with utmost integrity and confidentiality. Our data protection policy sets out our approach to ensuring that your data is processed in line with the data protection principles within current data protection legislation.  Our privacy notice for job applicants gives you information on, amongst other things, the data we will hold about you during the recruitment exercise and what we use it for.  You can view the privacy notice at www.hear-us.org/privacy-statement. | | | |
| Declaration (please read this carefully before signing this application) | | | |
| 1. I confirm that the information provided in this application is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered. 2. Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor. I agree that the organisation reserves the right to require me to undergo a medical examination. 3. I agree that should I be successful in this application, I will, if required, apply to the Disclosure & Barring Service for a Disclosure & Barring Certificate. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the company any offer of employment may be withdrawn or my employment terminated. | | | |
| Signed: |  | Date: |  |

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| **Dates you are unable to attend an interview.** |
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