

Role Profile: Peer Mentor and Volunteer Team Leader



...Ensuring a high-quality peer mentoring a volunteer service with safely recruited, well-trained people, to inspire, support and and give hope to people who access our services.

WHAT I AM ACCOUNTABLE FOR:

- Ensuring the delivery of high quality, safe, peer mentoring and volunteer service.
- Adhering to the Peer Mentor and Volunteer Policy for recruitment, training, management and supervision of peer mentors.
- Ensuring that peer mentors and volunteers are competent to complete appropriate tasks.
- Ensuring that peer mentor and volunteer activities are appropriately recorded in a timely manner.
- Providing excellent management and development of the team of peer mentors and volunteers.
- Proactively developing the skills and qualities required for the individual goals of the peer mentors and volunteers.
- Where relevant; managing /working within a budget and ensuring targets are met or exceeded.
- To manage relapses in line with the Peer Mentor and Volunteer Policy.
- Encouraging partnership working with external agencies.
- Promoting the peer mentoring and volunteering program with internal and external stakeholders.

HOW I OPERATE:

Values Led Leadership

- I work together with others to get the best possible outcomes;
- I put the people we support at the heart of everything I do;
- I treat others with respect, actively listen and embrace others points of view;
- I maintain a high level belief in the abilities of people we support and model a non judgemental approach;
- I maintain professional boundaries and present a professional image at all times;
- I actively seek opportunities to develop myself;
- I take ownership and accountability for my actions and decisions.

WHAT I NEED:

Skills \ Knowledge

- Passion, energy, enthusiasm,
- Excellent communication skills
- Understanding of working with people with lived experience and volunteers
- Foster an effective, cross organisational and collaborative way of working
- Knowledge of IT systems

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Job expectations



PEOPLE:

- Arrange and oversee recruitment, training, supervision and development of peer mentors and volunteers.
- Support the peer mentors and volunteers to achieve their personal goals through personal and professional development plans.
- Encourage a culture of life-long learning through training opportunities both inside and outside Turning Point.
- Develop the peer mentor and volunteer team through team meetings by locality and service.
- Coach and mentor team members to reach their potential.
- Feedback all relevant information from all sources of information.
- To encourage person-centered support and goal-setting.
- Encourage progress through the organisation to paid employment.

PROCESS:

- Recruit in-line with safe practice.
- Deliver training for peer mentors and volunteers to cover all aspects of the role and to ensure that the legal requirements of both are understood.
- Ensure regular supervision with peer mentors and volunteers.
- Monitor compliance of the staff file information held in each office.
- Attend governance and compliance meetings and provide information re peer mentoring and volunteering as required.
- Develop the peer mentor and volunteer service in line with consultation with peer mentors and people who access our services.
- Assist with the preparation information for commissioners /contract monitoring reports.