

JOB DESCRIPTION

Job title	Community Team Leader and Peer Mentor Coordinator
Sector/Function	Mental Health
Department	Wakefield Talking Therapies
Reports to	Team Manager / Clinical Lead
Grade	4

Job purpose	<p>To assist in delivering the Improving Access to Psychological Therapies (IAPT) service within Wakefield.</p> <p>As a Community Team Leader you will be responsible for maximising pathways between the service and our partner organisations, forging new links with other services and seldom heard groups such as BME, Long Term Conditions, Veterans, Peri-Natal and Older Adults.</p> <p>As a focal point for the community you will lead the way in raising referral into the service</p> <p>To lead and develop a team of volunteers and peer mentors to support the delivery of high quality person centred services as directed by the Operations Manager</p>
Key accountabilities	<p>Duties</p> <ul style="list-style-type: none"> • To develop and engage the service within the local community • To be the main liaison link for our partner organisations • To forge links with seldom heard groups raising awareness of mental health and referral pathways • To maintain good links with primary care, the specialist mental health services and associated agencies (including housing, social care and voluntary agencies) as required • To promote and contribute to the development of direct / public access workshops to contribute towards the service's entering treatment prevalence targets • Undertake sufficient training to manage risk within the service • To be prominent and engaging member of the management team • To manage and respond to enquiries from service users, professionals and other relevant organisations <p>Professional</p> <ul style="list-style-type: none"> • Ensure the maintenance of standards of practice according to the employer and any regulations, keeping up to date on new recommendations / guidelines set by the department of health (e.g. NHS plan, National Service Framework, National Institute for Clinical Excellence (NICE)) • Ensure client confidentiality is protected at all times • Be aware of, and keep up to date with advances in the spheres of treatment for common mental health problems

	<ul style="list-style-type: none"> • Participate in individual performance review and respond to agreed objectives • Keep up to date all records in relation to Continued Professional Development and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models / developments • To ensure compliance with internal and external standards and codes of conduct • Attend relevant conferences / workshops in line with identified professional objectives <p>General</p> <ul style="list-style-type: none"> • To contribute to the development of best practice within the service • To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health and Primary Care Services • All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public • All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies • It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties • This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development
	<p>Managerial</p> <ul style="list-style-type: none"> • Effective implementation and regular monitoring of operational performance management disciplines, KPI's and SLA's • Ensuring the team delivers outcomes in accordance with the contract to the highest possible level of quality and within budget and variances in performance are spotted and addressed in timely fashion, escalating to the Service Manager where appropriate • Working with the team to ensure robust service plans are developed and agreed with the Service Manager reflecting the service business plan and contractual requirements

	Establish & maintain volunteer and mentoring programmes	
	<ul style="list-style-type: none"> To develop and implement a volunteer and mentor programmes that improve the effectiveness of the recovery service by Organising the recruitment, training and support of voluntary staff Creating appropriate development opportunities for current and ex-service users, to include families and carers 	
	Volunteer, Peer Mentor and Service	
	<ul style="list-style-type: none"> Organise and lead in the recruitment, selection and training of volunteers, peer mentors and service user reps according to Turning Point procedures. Provide supervision, on the job training and performance management for volunteers, peer mentors, service user reps and staff supervising volunteers/peer mentors, as appropriate Support volunteers, peer mentors and service user reps with their professional development In conjunction with the staff team, participate in the allocation of tasks and roles for volunteers/peer mentors Support staff to provide support/supervision to peer mentors and volunteers. 	
	Total staff overseen	1-10
	Internal contacts	
	External contacts	Central support services Team leaders and clinical lead Team Manager PWP team High Intensity Therapists Administration team Peer mentor coordinator
	Planning outlook	Stakeholders and Partners including Primary and Secondary Care providers.
	Problems solved	Hold a matrix of information on all available services within the Wakefield Community
	Financial authority	Ensuring that community and seldom heard groups have a dedicated focus alongside working with therapists

PERSON SPECIFICATION

Job title	Community Team Leader
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Personal effectiveness	Essential	Desirable
	<p>High level of enthusiasm and motivation.</p> <p>Advanced communication skills</p> <p>Ability to work within a team and foster good working relationships</p> <p>Ability to work under pressure</p> <p>Regard for others and respect for individual rights of autonomy and confidentiality</p> <p>Ability to be self-reflective, whilst working with service users, in own personal and professional development</p> <p>Ability to work flexibly in a service that operates over 7 days</p>	<p>Worked in a service where agreed targets are in place</p>

Technical effectiveness	Essential	Desirable
	<p>Evidence of working with people who have experienced a mental health problem</p> <p>Demonstrates high standards in written communication</p> <p>Able to write clear reports and letters.</p> <p>Knowledge of local services within the area</p>	<p>Demonstrates a knowledge of the issues surrounding work and the impact it can have on mental health</p>

	<p>Ability to deliver Power Point presentations promoting the service to professionals and public groups as required</p> <p>Holds qualification appropriate to the sector e.g. NVQ4 or willingness to study towards same</p> <p>A sound working knowledge of current legislation pertaining to volunteering and peer mentoring and the ability to translate this into practice</p>	
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Acquired experience & qualifications	Essential	Desirable
	<p>Previous mental health experience</p> <p>Experience of working in or with community services</p>	<p>Experience and / or knowledge of an IAPT service</p>

Other requirements	Essential	Desirable
	<p>Computer literate</p> <p>Car driver</p>	<p>Fluent in languages other than English</p>