

JOB DESCRIPTION

Job title	Involvement, Peer Mentor and Volunteer Team Leader
Sector/Function	Mental Health
Department	Total Wellbeing Luton
Reports to	Service Manager
Grade	4

Job purpose	<p>Working as a key member of the team in delivering the Total Wellbeing Service within Luton.</p> <p>As a Team Leader you will be responsible for leading on the services approach to involving local people who use the service and from the wider community in developing the service, listening to local voices and maximising pathways internally and externally by, forging links across IAPT, Healthy Lifestyles programmes and with our partner organisations, marketing and promotion will be a big part of your role.</p> <p>This will involve the development, management and training of a team of service user reps, volunteers and peer mentors to support the delivery of high quality person centred services as directed by the Service Manager.</p> <p>You will also work closely with the Prevalence Manager to promote the service via social media and by attending events with other services and seldom heard groups such as BME, Long Term Conditions, Veterans, Perinatal and Older Adults and other partners across the community, leading the way in raising awareness and referral into the service</p> <p>To lead and develop a team of service user representatives, volunteers and peer mentors to support the delivery of high quality person centred services as directed by the Service Manager</p> <p>The role will involve staff and volunteer line management, competence assessment, including training requirements, CPD requirements and, audit Processes. Working closely with Risk & Assurance, HR, Training to ensure management and clinical governance issues are managed appropriately within services and staff are competent and confident to follow policies and procedures in relation to governance.</p>
Key accountabilities	<p>Duties</p> <ul style="list-style-type: none"> • To work with the Prevalence Manager to develop and engage the service within the local community • To liaise with our partner organisations • To support internal and external integration and improve cross referrals within the service

	<ul style="list-style-type: none"> • To lead on the involvement of local people in developing and co-producing the service • To develop the role of service user reps, volunteers and peer mentors within the service • To recruit, train and manage service user reps, volunteers, peer mentors and kick-start placements within the service • To attend events to promote the service and co-ordinate volunteers, peer mentors and service users reps to attend these as appropriate • To assist and contribute to co-ordinating marketing of the service including making social media posts on behalf of the service • To forge links with seldom heard groups raising awareness of mental health, prevention and referral pathways • To maintain good links with primary care, specialist mental health services and other local 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 and be part on the on call risk rota • To be prominent and engaging member of the management team working with managers and colleagues from across the service • 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 and Healthy Lifestyles • 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

	<ul style="list-style-type: none"> • To maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health , healthy lifestyles and community involvement All employees have a duty and responsibility for their own health and safety and the health and 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 <p>Establish & maintain the involvement of Service User Reps, Volunteer and Mentoring programmes</p> <ul style="list-style-type: none"> • To develop and implement a volunteer and mentor programmes that improve the effectiveness of the service by helping people to make and maintain changes to the health and wellbeing of themselves and others • Organising the recruitment, training and support of voluntary staff • Creating appropriate development opportunities for current and ex-service users, to include families and carers

	<p>Volunteer, Peer Mentor and Service User Reps</p> <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.
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	Direct Reports	4-25
	Total staff overseen	4-25
	Internal contacts	Service Manager, Clinical Lead, Operational and Clinical Team Leaders, Prevalence Manager, Healthy Lifestyle Team Leaders (Active Luton) and Teams, Therapists and Wellbeing Co-Ordinator Teams.
	External contacts	Central support services Peer mentor coordinator Primary and Secondary Care Mental Health Services Schools Universities Partners Across Luton
	Planning outlook	Stakeholders and Partners including Primary and Secondary Care providers.
	Problems solved	Hold a matrix of information on all available services within the Luton Community
	Financial authority	

PERSON SPECIFICATION

Job title	Involvement, Volunteer and Peer Mentoring 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 6 days</p> <p>Ability to manage and maintain clear professional boundaries for yourself and others</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 physical or mental health problem</p> <p>Demonstrates high standards in written communication</p>	<p>Demonstrates a knowledge of the issues surrounding work and the impact it can have on mental and physical health</p>

	<p>Able to write clear reports and letters.</p> <p>Knowledge of local services within the area</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 and/or physical health experience</p> <p>Experience of working in or with community services</p> <p>Experience of leading service user involvement activity</p>	<p>Experience and / or knowledge of an IAPT service</p> <p>Experience of managing service user reps, volunteers and/or peer mentors</p>

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