

JOB DESCRIPTION

Job title	Peer Mentor & Volunteer Team Leader
Sector/Function	Operations
Department	Substance Misuse
Reports to	Operations Manager
Grade	4

Job purpose	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 in line with all elements of the new Integrated Drug and Alcohol Recovery Service. To lead on service user involvement to ensure it is embedded throughout the service, and to support the training and development of peer mentors and volunteers. To work as a key member of the team in delivering the Service. To ensure Turning Point's vision and values are embedded throughout. To ensure all statutory requirements of the service specification are met. To build and retain positive relationships with external agencies and stakeholders.
Key Accountabilities	<p>People Management:</p> <p>To lead, manage, recruit and develop the team of volunteers, peer mentors and where applicable service user reps by:-</p> <ul style="list-style-type: none"> ▪ Encouraging a culture of continuous performance improvement at both an individual and service level ▪ Building a cooperative and collaborative team that is flexible and adaptable to changing requirements ▪ Assigning work, monitoring and supervising the day-to-day delivery and quality standards of the work including organising the rota/timetables and induction ▪ Openly and honestly participating in regular feedback sessions agreeing objectives, identifying specific actions and development needs, reflecting on performance, providing constructive feedback utilising the competency framework ▪ Providing effective coaching in the required technical and behavioural competencies ▪ Agreeing and implementing plans for reaching and maintaining performance standards ▪ Actively monitoring attendance and reliability ▪ Resolving any difficulties where possible or drawing the peer mentor/volunteer arrangement to a close where required. ▪ Participating in the assessment of suitability regarding potential volunteers ▪ Undertaking and support the induction of new Peer Mentors/volunteers and ensuring they participate in required training programme as appropriate ▪ Implementing, planning and delivering training ▪ Supporting locality managers to support and train staff to supervise volunteers and peer mentors and to undertake 1-2-1/Group Supervision ▪ This role requires an understanding of the teaching and assessment model, the learning cycle and experience of direct delivery of training related to the service plan. ▪ Undertaking review assessments taking appropriate actions in a timely manner. <p>DANOS: AC2:AC3:AC4:BF3:BF4:BF5:BF6:BF7:BF8:BC3</p> <p>Quality:</p> <p>To ensure quality standards are maintained by:-</p> <ul style="list-style-type: none"> ▪ Monitoring peer mentors/volunteers' performance to ensure it meets

	<p>expectations and agreed performance criteria</p> <ul style="list-style-type: none"> ▪ Reporting variances to expected performance to the Line Manager ▪ Monitoring contract performance where required to do so by the Line Manager ▪ Participating and utilising management information and data collection systems as appropriate ▪ Ensure safeguarding of children and adults is paramount through all aspects of service delivery via DBS screening, training, audit and supervision ▪ Quality assure using audit and action plans. <p>DANOS: AC1:AC2:BF5:BE4:BE5:BE6</p>
	<p>Own Development:</p> <p>To continuously review own performance and development needs to assist growth and development by:-</p> <ul style="list-style-type: none"> ▪ Participating in open two-way dialogue during 1 to 1 meetings agreeing own task and development objectives and reviewing these and overall performance. ▪ Participating in training and development opportunities as agreed within the Performance Management process ▪ Manage individual continuous professional development; keep up to date with relevant legislation. <p>DANOS: AC1:AC2</p>
	<p>Health, Safety & Risk Management:</p> <p>To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:-</p> <ul style="list-style-type: none"> ▪ Ensuring a good standard of general housekeeping within the team's environment ▪ Ensuring all Health and Safety concerns are appropriately reported and action taken in a timely manner ▪ Ensuring that task-based and, where appropriate, clinical risk assessments and reviews are undertaken, and that identified risks are managed and mitigated where possible ▪ Ensuring full compliance with all Health and Safety requirements within the team ▪ Participating in regular reviews of the business continuity plan where appropriate ▪ Take personal responsibility for their own and others safety e.g. vaccinations, eye sight tests, work place assessments ▪ Comply with partner H&S policies and procedures where appropriate ▪ Following the formal reporting process for serious untoward incidents and accidents <p>DANOS: AB3:AB4:AB5:AB8:BD4:BD3</p>
	<p>Compliance:</p> <p>To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures
	<p>Miscellaneous:</p> <p>To undertake any other duties reasonably requested by Line Manager</p>
	<p>Service Specific Operational Supervision:</p> <p>To provide effective operational supervision by:-</p> <ul style="list-style-type: none"> ▪ Ensuring team of peer mentors and volunteers work to Turning Point and/or other external national standards (as relevant), so that the correct standards and quality of care are maintained ▪ Ensuring service user involvement and a person centred approach are embedded within the day to day working of the team ▪ Providing professional guidance and coaching on case management and

	<p>supporting Peer mentors and volunteers</p> <ul style="list-style-type: none"> Participating in regular audits (internal and external) and ensure results are acted upon within the team. Monitoring KPIs, SLAs, contracts and outcomes, as appropriate to role, identifying variances against targets and reporting same to Service Manager <p>DANOS: AC2:AC3:AC4:BI1:BI5:BC2</p>
	<p>Service User Case Work:</p> <p>To monitor the work of the volunteer and peer mentors ensuring they meet required quality standards and undertake own work, depending on the service requirements by:-</p> <ul style="list-style-type: none"> Carrying out boundaried support to service users as required by the service. Carrying out / providing shadowing opportunities for service user assessments and admissions, developing and regularly review care plans, and being an advocate on behalf of service users. Carry out/support group based activities and interventions. Carrying out / reviewing / shadowing risk assessments e.g. for an activity or for a specific service user case, and providing contingency plans Overseeing the assessment, and induction of new service users to the service Ensuring risk assessments are completed satisfactorily by the volunteers/Peer mentors (as appropriate to role) In the case of a difficult or complex service user, or as a part of formal supervision, providing support and coaching to the volunteers, e.g. helping to make the difficult service user decisions, or be the escalation channel if the situation requires it Helping with service user goal planning as part of a multi-disciplinary team where appropriate <p>DANOS: AA1:AA2:AA3:AA4:AA6:AB2:AB5:AC2:AC3:AC4:AF2:AG2:AI1:AI2:AG3:BE5:BE6:BI1:BI2:BI3:BI4:BI5:BI6:BI7</p>
	<p>Financial Control:</p> <p>To monitor team's expenditure and throughput to contribute to the service maximising full cost recovery and meet its financial targets by:-</p> <ul style="list-style-type: none"> Maintaining accurate financial records, e.g. petty cash, credit card spend Collating data/information and write regular reports/returns Contributing to the preparation of budget figures based on income figures and submit for approval where required <p>DANOS: BG3:BG4:BG5:BG6</p>
	<p>Service Development:</p> <p>To assist in the development of the service by:</p> <ul style="list-style-type: none"> In liaison with Management Team, representing Turning Point at external meetings, and network locally to develop contacts, services and Turning Point's profile Working with the Management Team to enhance, develop and expand the service Putting forward new ideas on service development to the Operations Manager To lead on service user involvement and service user rep development (As appropriate to service) Providing feedback to the Management Team-relevant information or intelligence <p>DANOS: BA1:BA2:BA3:BA4:BA5</p>
	<p>Representing the Service:</p> <p>To represent the Service volunteers, peer mentors and service user reps (as applicable)</p>

	<p>to role and service) by:</p> <ul style="list-style-type: none"> ▪ Attending meetings as appropriate ▪ Contributing to, and organising events and open days ▪ Being the first point of contact with regard to Volunteers, peer mentors and service user reps in the service (as applicable to service) <p>Carrying out specific tasks delegated by the Operations Manager</p>
Specific Duties	<p>Empathy and Support: To ensure the team support Service Users with substance misuse issues turn their lives around by adopting a person centred approach which results in:-</p> <ul style="list-style-type: none"> ▪ Recognising indicators of substance misuse, providing harm reduction and health promotion advice and overseeing appropriate referrals where necessary ▪ Ensuring the consistency of evidence based advice, support and information ▪ Displaying a knowledge and understanding of theoretical models underpinning substance misuse and ensure consistent application within interventions deployed ▪ Implementing and overseeing the effectiveness of appropriate care pathways for all service users ▪ Providing guidance on current legislation (e.g. Models of Care) and translate this into practice <p>DANOS: AA6:AA1:AA2:AA3:AA4:AA5:AB1:AB2:AB3:AB4:AB5:AB8:AB9:AB10:AD1:AD2:AD3:AD4: AG1:AG2:AG3:AI1:AI3:BI1:BI5:BI6:BI7</p>
	<p>Sector Quality Standards: To ensure all services are delivered in accordance with recognised standards by: -</p> <ul style="list-style-type: none"> ▪ Ensuring all services are delivered within IQAT and DANOS requirements, QuADS and CQC, MOCAM standards as appropriate
	<p>Establish & Maintain Volunteer & Mentoring Programme: To develop and implement a volunteer and mentor programmes that improve the effectiveness of the recovery service by:</p> <ul style="list-style-type: none"> ▪ 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>DANOS: BF2; BF4; BF10; BF11; BF12</p>
Other Duties	<p>Volunteer, Peer Mentor & Service User Rep Coordination:</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. ▪ Design and deliver DANOS compliant training modules as part of a structured training and induction programme for volunteers ▪ 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. ▪ Develop exit support for volunteers and peer mentors, building on ETE and volunteer opportunities within the community. ▪ Support the development of social enterprise within the service. ▪ Conduct investigations regarding misconduct of peer mentors and volunteers ▪ Support peer mentors who lapse or repalapse using Lapse Management Policy

	<ul style="list-style-type: none"> Identify opportunities for peer mentors to contribute to service development and monitor and evaluate effectiveness and outcomes of peer mentoring Support the development and access to mutual aid including SMART Recovery in the service Carry out regular audit of Peer Mentor and Volunteer files across the service
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Dimensions	Direct reports	3 – 14 Team Members dependent on Service Size
	Total staff overseen	Dependent on Service Size
	Internal contacts	<ul style="list-style-type: none"> Team members (project workers, support workers, administrators, Peer Mentors, volunteers) Operations Manager/Deputy Operations Manager/ Team Managers Service users HR/R&A/L&D Stakeholders
	External contacts	<ul style="list-style-type: none"> Carers (e.g. family members) Commissioners Agencies/partners Training Providers Central Departments General public Media enquiries Local businesses/community
	Planning outlook	Service Delivery & Service Specific Requirements
	Financial authority	Responsible for Petty Cash in Service

PERSON SPECIFICATION

Job title	Peer Mentor Team Leader
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Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> In depth knowledge of relevant theory and practice relating to substance misuse recovery Experience of supervising a team / volunteers / peer mentors / service user representatives QCF level 3 Award in Education and Training, or equivalent, such as PTTLs or a teaching qualification. A passion for developing volunteer/Peer Mentor services and embedding meaningful service user involvement Experience of working towards achieving individual and team objectives 	<ul style="list-style-type: none"> Understanding of the teaching and assessment model, the learning cycle and experience of direct delivery of training related to the service plan

	<ul style="list-style-type: none"> ▪ Numeracy, literacy and IT skills ▪ Effective oral and written communication skills, and ability to adapt communication to suit the audience, e.g. service users, commissioners or staff ▪ Good time management and able to work to deadlines ▪ A participative leadership and management style in normal circumstances 	
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Acquired experience & qualifications	Essential
	<ul style="list-style-type: none"> ▪ Holds qualification appropriate to the sector e.g. NVQ4 or willingness to study towards same ▪ In depth knowledge and understanding of the complex and multiple needs faced by the service user group ▪ In depth knowledge and understanding of the substance misuse treatment and recovery ▪ A demonstrable belief in a values-led approach to working with service users with a Substance Misuse issue. ▪ Knowledge and experience of developing, implementing and reviewing substance misuse-related interventions, i.e. group work programmes ▪ A sound working knowledge of current legislation pertaining to volunteering and peer mentoring and the ability to translate this into practice