

# Peer Support Team Leader

January 2024

Hertfordshire Mind Network  
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## **Peer Support Team Leader**

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at [www.hertfordshiremind.org/peer-support-team-leader/](http://www.hertfordshiremind.org/peer-support-team-leader/)

**To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.**

**Being able to drive and having access to your own vehicle is essential for this role.**

Please return applications to Karon Gordon by email to [recruitment@hertsmindnetwork.org](mailto:recruitment@hertsmindnetwork.org)

**Applications are welcome on an ongoing basis until this role is successfully filled. Interviews shall take place on a rolling basis.**

Yours sincerely

Karon Gordon  
**Service Manager – Peer Support, Wellbeing and Volunteering**

## Job Description

<b>Job title:</b>	<b>Peer Support Team Leader</b>
<b>Reference Number:</b>	<b>195</b>
<b>Salary scale:</b>	£28,000 - £29,500 FTE per annum incl. Outer London Weighting (OLW)
<b>Reports to:</b>	Services Manager
<b>Contract length:</b>	12 month fixed term
<b>No. of hours:</b>	37.5 hours per week (Full time)
<b>Main base/s:</b>	East and West Herts
<b>Checks needed:</b>	Enhanced DBS and 2 satisfactory references

### Purpose of Post

The Peer Support Team Leader plays a significant role in the co-ordination and running of the Peer Support Service. This role is key to the development and support of the team and the wider organisation. The Peer Support Team have a lived experience of managing their own mental health and wellbeing, or have cared for someone who has. The team support people in a holistic way and will work 1-1 with individuals to help them find the steps to manage their own wellbeing.

### Services & Staff

- To provide regular line management supervision to a team of Peer Support Workers (PSW's)
- To play an integral role in instilling HMN's values through the Peer Support team
- To play a key part in the development and delivery of the Peer Support Service
- Ensure the delivery of quality services at all times

### Key Accountabilities

- To be line managed by the Services Manager and to manage own workload, prioritising tasks and working on own initiative
- To manage a caseload of 6-8 clients
- To process all referrals
- To manage the referrals inbox, responding to queries in a timely manner
- To support admin in carrying out 72 hour phone calls to clients following referral
- To manage PS waiting lists
- To line manage between 5-6 Peer Support Workers
- To provide monthly supervision to support client work and staff wellbeing
- To enable PSW's to support individuals to identify their own needs
- To compile quarterly stats for the PS service for reporting purposes
- To support the team in doing high quality case studies
- To attend various weekly/monthly meetings

- To work closely with HMN's Volunteer Coordinators, to ensure volunteer opportunities are identified and volunteer roles developed
- To identify pathways and onward referrals between the Peer Support Service, Light Touch Support Service and the Peer Mentoring Service
- To facilitate monthly PSW's meetings and weekly PSW drop-in sessions
- To attend the external Team Leader Supervision
- To participate in the recruitment of new PSW's
- To facilitate the Peer Support group and other groups/meeting places when needed
- To carry out HMN's induction program for new PSW's
- To ensure PSW's receive regular and up to date training to support their job role and well-being
- To organize six-weekly external clinical supervision sessions for PSW's
- To manage and prioritise all administration tasks
- To support the Services Manager to develop the project including attending external meetings
- Support the Service Manager and Director of Complex Needs and Community with any other tasks or projects

## **Information, marketing and promotion**

- To liaise with marketing to produce a range of marketing materials to promote the PS service provision
- To disseminate the marketing materials to a wide range of audiences
- To attend events and external meetings to promote the PS provision

## **Monitoring and Evaluation**

- To ensure the funding requirements are met and the impact of the work is recorded, monitored and evaluated
- To carry out audits to ensure the data is recorded effectively
- To ensure outcomes and evaluations are recorded effectively and generate reports as required
- To ensure HMN's relevant databases are accurately updated and maintained

## **Other**

- To undertake any other tasks or duties that may reasonably be required in relation to the programme
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to mental health
- Undertake other duties as may be reasonably determined by Senior Management

Person Specification	Essential/ Desirable
Clean Driving Licence and use of own car	E
<b>Qualifications</b>	
Educated to degree level or equivalent professional qualification	D
<b>Experience</b>	
Experience of managing, supervising and supporting a diverse team of PSW's	E
Have a lived experience of any mental health issues and/or cared for someone who does	E
Development and management of projects in the voluntary or independent sector	E
Understanding of mental health issues and the impact this can have	E
Understanding of safeguarding when working with vulnerable adults	E
Experience and understanding of facilitating/supporting groups and group dynamics	D
Working in partnership with various organisations in various settings, including statutory	E
<b>Skills and Abilities</b>	
Demonstrate how you have utilised and incorporated various IT systems	E
Ability to deal with stressful and difficult situations in a calm and solution focussed manner	E
Ability to communicate orally and in writing presenting information in a sensitive manner	E
A high degree of personal motivation and willingness to learn new skills, taking on challenges and to undertake relevant training	E
Ability to effectively plan and organise own workload and coordinate other resources to meet deadlines	E
Flexible and creative approach to working with individuals	E
Ability to involve clients in all aspects of work	E
To work some unsocial hours	E
Commitment to and a working knowledge of equality and diversity	E
<b>Practical</b>	
Clean Driving Licence and use of own car	E