

## Job Description

<b>Job Title:</b>	Peer Coordinator
<b>Band:</b>	Band 5
<b>Locality:</b>	
<b>Service:</b>	Recovery & Resilience
<b>Base:</b>	Community Roots, Deepdale or Chai
<b>AfC Ref:</b>	
<b>Hours of work:</b>	30 hours p/w (0.8 WTE)

### Reporting Arrangements:

**Reporting to:** \_\_\_\_\_ Service Development Manager

**Responsible to:** Associate Chief Nurse, Experience, Engagement and Safeguarding

### Job Summary

This role will provide project support and coordination to the Service Development Manager, applying the principles of project management and continuous improvement to the evolution of LSCft's Peer Workforce.

The role holder will also provide Senior Peer Facilitator role & responsibilities across assigned localities whilst providing line management to the wider Senior Peer Facilitator Team.

The Peer Coordinator will deliver activities, networks and training resources that support the implementation and development of peer roles across inpatient, community and specialist services, ensuring the peer workforce is able to perform their activities effectively.

To develop and implement Trust wide standard operating procedures for the recruitment, training and supervision of inpatient Peer Facilitators whilst coproducing Trust wide peer training and development standards and professional networks.

To be responsible in providing a professional, highly organised and comprehensive co-ordination support to the Community Roots team and wider stakeholders, whilst using initiative necessary to cope within a pressurised, fast moving and unpredictable environment.

To facilitate strong internal and external stakeholder involvement through the coordination of workshops, meetings and supervision.

The role will ensure Trust wide data is collated and reported that inform Community Roots reporting to the Associate Chief Nurse.

The post holder will support the Service Development Manager with the implementation and delivery of peer projects in accordance with the approved research and project guidance.

**Role of the Department:**

The role of the Community Roots service is to provide health and wellbeing learning opportunities, focused on promoting recovery and self-management. Our peer led model of learning and support benefits the health and wellbeing outcomes for all across Lancashire & South Cumbria.

The Community Roots team role is:

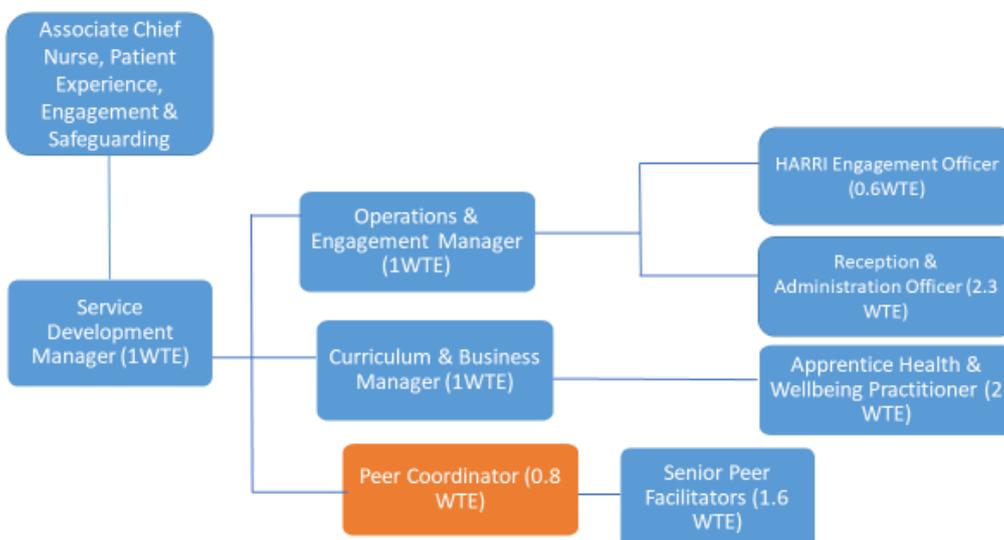
- To co-produce and deliver health and wellbeing learning programmes.
- To work alongside experts by experience & experts by profession to co-produce courses.
- To develop a wide range of community partners that enable effective signposting to community opportunities that promote recovery.
- To provide information and support regarding access to health, wellbeing and social support services.
- To link with wider health and social care colleagues, reducing service complexity for our service users and carers.
- To deliver a range courses, workshops and events that encourage better understanding of prevention and recovery principles.
- To co-ordinate the use of learning spaces for both internal and external stakeholders.
- To develop and distribute timetables of activity across networks, enhancing signposting and referral opportunities.
- To liaise and work in partnership with healthcare providers, local authority and wider VCFSE sector.
- To provide meaningful engagement via our HARRI mobile engagement vehicle.
- To support the delivery of Trust Strategy.
- To support the development of co-production standards across LSCft.

**Key Relationships**

Internal: Service users, families and carers, participation and experience team, recovery college, HARRI and peer team, operational, clinical and corporate managers, research and project management teams, admin and clerical staff, and the communications team

External: Local Authority, ICB & ICS colleagues, VCFSE stakeholders, Commissioners

**Department Chart**



## **Main Duties and Responsibilities**

1. The post holder will provide visible leadership and management of Senior Peer Facilitators. They will therefore deal with enquiries from NHS staff, social care staff, service users, carers, partner organisations, and the local community.
2. The role will require the post holder to provide an effective and confidential communication point for staff, service users, carers, partner organisations, the local community and to other statutory and non-statutory agencies.
3. The role holder will be required to use various Microsoft packages, including outlook, power point and word, on a regularly basis.
4. The post holder will be responsible for providing non-clinical advice and information to members and visitors.
5. The role holder will develop and manage the procedure for complaints and concerns in accordance with the Trust's Policy and they will provide advice to complainants of procedures.
6. The post holder will plan, develop and coordinate projects, working with internal and external stakeholders to identify issues and risks whilst developing opportunities.
7. The post holder will manage the access and storage of learner information in compliance with current legislation and Trust policy at all time.
8. The post holder will develop and assure all administration process and procedures including venue confirmation, social media and marketing accounts and resource allocation for Community Roots Peer Team.
9. This job description and person specification are only an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.
10. Cover across Community Roots sites may be required in the event of sickness and annual leave.
11. To maintain the highest standard of confidentiality in line with the Trust policies and procedures practices for safeguarding medical information and where applicable the HFEA code of practice for safeguarding patient identity and information.
12. Working with Senior Leads to develop, document and enforce a robust Standard Operating Procedures.
13. Ensure there is robust communication and link into Clinical Service teams, working with their respective line management to ensure smooth and transparent signposting to our services.
14. Ensure staff are sufficiently trained and managed so their practice reflects the Standard Operating Procedures.
15. Work with data reports to ensure all areas of the service(s) are working efficiently, all members are accessing services appropriately and no member is disadvantaged or lost due to administrative errors.
16. Collate data and statistics for use by the Directorate Executive and other Service Management Meetings, Executives and Boards.
17. Support the Service(s) to successfully engage with and pass internal and external inspections and audits including: ISO, HFEA, CQC and Specialised Commissioning.
18. Attend meetings relevant to the role, escalating issues and giving assurance to the Service Development Manager and Operations Manager.
19. Deputise for the Service Development Manager at internal and external meetings that relate to Peer Workforce, ensuring the Service and Trust are always represented in a highly professional manner.

## **Staff Management**

1. Support, guide and actively develop every member of the peer team to be the best they can be within their role. Identify and nurture talented individuals.
2. Recruit, induct, train, develop, appraise and manage the conduct, performance and attendance of your direct reports.

3. Create and embed a clear and comprehensive culture of effective induction training throughout the teams which details clear competencies each member of staff must attain to be considered proficient in their role.
4. Deliver 100% compliance for mandatory training for all staff team members through effective planning.
5. Ensure each member of staff within your areas of responsibility receives an annual values based appraisal and ensure objectives are followed up and staff supported to enable them to achieve them.
6. Deliver robust, creative and resilient staffing rotas for each of your services ensure they meet the needs of the service and deliver value for money.
7. Ensure annual leave is approved in a fair and equitable way that delivers effective service cover, in line with Trust policy.
8. Be visible to your teams ensuring you have a full appreciation of their daily challenges.
9. Hold regular supervision meetings to discuss operational issues, service improvements, staff ideas and key Directorate and Trust messages.
10. Manage staff attendance in line with the Trust policies and procedures. Lead or support junior staff e.g. Senior Clerks, with informal management of attendance issues and assume responsibility for cases reaching stage 1&2.
11. Actively manage inappropriate behaviour in partnership with HR. Proactively identify misconduct or inappropriate behaviour at the earliest opportunity and seek to directly address it or support junior staff e.g. Senior Clerks to address it in line with appropriate procedures.
12. Ensure peer staff are clear of the standards expected of them. Ensure all informal and formal management action is effectively documented.
13. Actively manage poor performance, proactively identifying it at the earliest opportunity and address the issues with staff personally or support junior staff.
14. Ensure all staff are trained to provide good customer service, including the skills to handle complaints and knowledge of the complaints procedure.
15. Ensure all staff understand the importance of confidentiality and maintain it at all times.
16. Ensure staff know how to raise concerns and provide a receptive response when concerns are raised sharing them with your Service Manager.
17. Develop a strong health and safety culture within your team where all staff are clear that health and safety is everyone's responsibility and demonstrate good health and safety practice escalating any issues to you in a timely manner.
18. Ensure support of Community Roots administrative teams is fair, consistent and responsive, and delivers the needs of the directorate.
19. Continuously review ways of working in the team in consultation with staff and colleagues to identify opportunities for continuous improvements.

### **Physical Skills**

- Typing skills.
- Use of standard office equipment such as computer, photocopier.

### **Responsibilities for Policy, Service Development and Personal Development**

- To comply with all Trust policies and procedures, in particular confidentiality, management of patient records and all administration operational policies and procedures. To keep up to date with all policies and procedures.
- To contribute to service developments and redesign of policy and procedure.
- Take responsibility for own personal educational and development needs in line with service requirements.
- Participate in an annual Professional Development Review (PDR) and with line manager identify areas of professional development in order to meet service and personal objectives.

### **Responsibilities for Finance**

- Reporting faults within the working environment, for example to estates and facilities or IT help desk. Monitor responses to job requisitions ensuring these are carried out as promptly as possible, chasing up failures to respond as required.
- Receive orders of supplies and non-stock items, ensuring items match delivery notes, raising any discrepancies with appropriate person in the administration team.
- Assist in defining optimal stock levels and ordering frequency of items.
- Use Trust resources wisely.

### **Responsibility for Information Resources**

- Create paper records in accordance with departmental requirements.
- Photocopy, scan, collate and distribute documents as directed.
- Carry out searches on Trust information systems to ensure data quality is updated.
- Update information, documents and service web-sites.

### **Research and Development**

- Participate in providing/collating information to support audit, research and development when requested.

### **Freedom to Act**

- To be self-motivated, prioritise own workload and work flexibly within defined parameters. Referring matters on to Team Leader as appropriate.
- Support the implementation and development of administrative systems that will support functions of the team.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

## Person Specification

Description	Essential	Desirable	Assessment
<b>Education/ Qualifications</b>	<p>Previous years' experience working in a mental health setting peer role</p> <p>Relevant degree or equivalent level of training and experience in a health/ managerial/ project role</p> <p>Project Management qualification/ experience</p> <p>Understanding of Wellness Recovery Action Plan (WRAP)</p>	<p>Completion of Peer Support Specialist Training</p> <p>Completion of WRAP Educator training</p> <p>Continuous Improvement training</p>	
<b>Knowledge</b>	<p>Lived experience of mental health problems and experience of secondary care services.</p> <p>Wide range of life experiences to bring an enabling and positive view of opportunities for others</p> <p>Understanding of the issues and concerns of mental health service users</p> <p>Understanding and practical knowledge of recovery, peer support and coproduction/involvement</p> <p>Awareness of treatment outcomes, recovery tools, care planning, assessment of risk</p> <p>Awareness and understanding of the functions of MDT</p> <p>Understanding of clinical and managerial supervision</p> <p>Knowledge and understanding of the Mental Health Act 1983 amended 2007</p> <p>Implementing Trust Strategy, processes and policies</p> <p>Project planning and annual cycles of work</p>	<p>Good understanding of a person-centred approach</p> <p>Secondary mental health service user experience</p> <p>Appreciation of the community resources within the geographical location of the post and key partners</p> <p>Evidence of leading coproduction activity</p> <p>NHS funding and commissioning</p>	
<b>Experience</b>	<p>Experience of working in a mental health peer support/ facilitation role</p> <p>Ability to maintain boundaries and form a positive therapeutic relationship with service users and carers</p> <p>Able to provide practical support with daily living activities</p>	<p>Presentation and facilitation skills</p> <p>Able to speak and understand more than one language</p> <p>Ability to collect and interpret data to inform reporting</p>	

	<p>Experience of liaising with other agencies and partners</p> <p>Experience of training, teaching, coaching/mentoring others</p> <p>Experience of implementing project management methodology</p>		
<b>Personal</b>	<p>Motivated and enthusiastic</p> <p>Adaptable to change</p> <p>Committed to equal opportunities</p> <p>Able to work using a non-judgmental manner</p> <p>Contribute to improving the quality of life for service users</p> <p>Honest, trustworthy and reliable</p> <p>Interested in further professional development</p> <p>An understanding and positive regard for the needs and rights of people with mental health problems and their carers</p> <p>Act as a positive role model, dynamic, motivated caring and supportive</p> <p>Ability to work closely and form good working relationships with a wide range of people</p>	Able to work within professional boundaries	
<b>Other</b>	<p>Where applicable, ability to meet the mobility requirements of the post</p> <p>Ability to travel across a geographical area and various locations within the trust.</p> <p>Full Driving licence and car owner</p> <p>Ability to work flexibly to meet the needs of the service</p>		

**EFFORT FACTORS**

• **PHYSICAL EFFORT**

What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?
Normal office duties.	Daily		Minimal	No

Is the job holder expected to sit / stand	How often?	For how long?	What activity is involved?

in a restricted position?			
No			

• **MENTAL EFFORT**

Are there any duties requiring particular concentration? – Please detail.	How often?	For how long?
Inputting data	Daily	Variable
Are there any duties of an unpredictable nature? – Please detail.	How often?	For how long?
Coping with interruptions and requests to change task.	Daily	Variable

• **EMOTIONAL EFFORT**

Does the job involve dealing with any distressing or emotional circumstances? – Please detail.	Direct / Indirect exposure	How often?
The post holder might have to deal with telephone calls from patients or members of the public who are angry or upset, but will signpost to someone more senior. Occasional typing of safeguarding reports	Direct	Once a week

• **WORKING CONDITIONS**

Does the job involve exposure to unpleasant working conditions? – Please detail.	How often?
No	

**Our values and behaviours**

The values and behaviours represent what we, as an organisation and the individuals who make up that organisation, are about. It is our aim that everything we do fits in with and reinforces, these values:

Values	Behaviors we expect
<b>We are always learning</b>	<ul style="list-style-type: none"> <li>✓ We pro-actively seek out opportunities to learn and support the learning of others</li> <li>✓ We prioritise quality and safety and are open and flexible to change and improvement</li> <li>✓ We value appraisals, supervision and learning opportunities</li> <li>✓ We speak up if we are concerned about safety and focus on opportunities to improve</li> </ul>
<b>We are respectful</b>	<ul style="list-style-type: none"> <li>✓ We are open and honest, trying our best to ensure people receive information in ways the can understand</li> <li>✓ We seek, value and learn from diverse perspectives, views and experiences</li> <li>✓ We put service users and carers at the heart of everything we do</li> <li>✓ We take pride in our work and understand we are responsible for our actions</li> </ul>
<b>We are kind</b>	<ul style="list-style-type: none"> <li>✓ We are approachable and show compassion</li> <li>✓ We actively listen to what people need and pro-actively offer our support</li> </ul>

	<ul style="list-style-type: none"> <li>✓ We care for our own wellbeing and the wellbeing of others</li> <li>✓ We celebrate success and provide feedback that is authentic and compassionate</li> </ul>
<b>We are a team</b>	<ul style="list-style-type: none"> <li>✓ We take personal and team accountability to deliver the highest standards of care</li> <li>✓ We work in active partnership with service users and carers</li> <li>✓ We actively build trusting relationships and help others feel joy and pride in work</li> <li>✓ We work well with colleagues across LSCft and in our partner organisations to enable patient centred, joined up care</li> </ul>

**Special conditions:**

As a member of staff you have:

- Legal duties and responsibilities under health and safety legislation, plus a general duty to work safely and not to put others at risk, including colleagues, service users and visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health and safety. The Whistle-Blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire and South Cumbria NHS Foundation Trust staff employed within all environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

As a member of staff you must:

- All Lancashire and South Cumbria NHS Foundation Trust staff employed within clinical environments have contact with children, vulnerable adults, service users and their families must familiarise themselves and be aware of their responsibilities and adhere to the local safeguarding

children’s board, local safeguarding adult board and Lancashire and South Cumbria NHS Foundation Trust procedures for safeguarding and protecting children.

- The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data; both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to disciplinary action being taken.
- The Trust views its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of information governance and to complete the mandated training modules which have been agreed.
- The Trust places great importance on sustainable development, reducing its carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing

waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.

- All staff and contractors must follow Trust policies and procedures relating to infection prevention and control (IPC) including the Dress Code Policy. All staff have a duty of care in following best practice which is fundamental to IPC, which includes maintaining a clean and safe environment at all times. It is an expectation that Trust staff at all levels make IPC a priority as they perform their roles.

Promoting equality and reducing inequalities:

- You should understand and uphold organisational policies and principles on the everyday promotion of equality, diversity and inclusion.
- You should create an inclusive working environment which values a variety of ideas, experiences and practice, where differences are respected and celebrated for the benefit of ourselves, the Trust and the communities we serve.
- You should uphold the Trust's commitment to health and wellbeing.



**We are  
Kind**



**We are  
Respectful**



**We are  
Always  
Learning**



**We are a  
Team**