



Developing Health  
& Independence

Developing Health & Independence

<b>JOB DESCRIPTION</b>	
<b>Job Title:</b>	Peer Coordinator
<b>NJC Scale Point:</b>	NJC Pt 9-19 £20,344 -£24,799 (depending on experience)
<b>Hours:</b>	37.5 hours per week and such additional hours as are required by the business from time to time.  The hours will usually be worked during normal office hours with some evenings on a rota basis.  Flexible working may be available subject to the requirements of the service, the business and operational management.
<b>Annual Leave:</b>	26 days plus statutory & bank holidays (1 additional day after each full year of service, up to a maximum of 31).
<b>Location:</b>	North, central and south Bristol and other venues across the Bristol area and any other location reasonably requested by the organisation.
<b>Pension:</b>	Contributory pension scheme (employer's contribution 7% to a minimum 3% contribution from employee).
<b>Accountable to:</b>	Community & Workforce Development Coordinator
<b>Responsible for:</b>	Peers and volunteers

### **Principle Purpose of the Job**

Working within the DHI Bristol's Community Recovery Service, the aim of the role is to lead on the recruitment, training, deployment and support/supervision of peers across the Recovery Orientated Alcohol & Drugs Service (ROADS) in Bristol. Working closely with Community & Workforce Development Coordinators in each locality, the post holder will contribute to workforce training needs analysis, planning and delivery to ensure a competent, responsive, recovery-orientated and skilled workforce in which peers play a pivotal role in supporting service user recovery. Peer Coordinators will also be responsible for ensuring the provision of regular and appropriate support and supervision of peers either directly or via partner organisations where they are deployed.

### **Key Duties and Responsibilities**

#### **Operational Duties**

To support the development of the Recovery Orientated Alcohol & Drugs Service (ROADS) in Bristol, ensuring that all service users accessing treatment receive a prompt, effective, well coordinated peer response.

To maintain an active presence within partner organisations and work to embed learning across the local system, in line with DHI's ethos.

To share responsibility for the collection and collation of quality and activity data to ensure all work undertaken is well evidenced.

To recruit, train, deploy and support a caseload of peers from referral and selection through to exit.

To liaise and co-operate with all relevant partner agencies in the selection, recruitment, deployment and management of peers according to individual organisation and wider workforce development needs.

To work co-operatively with host organisations to ensure the effective delivery of the service across Bristol, and identify new hosts where appropriate.

To create and regularly review personal development plans with peers and undertake regular one to one supervision sessions with peers in their local area.

To contribute as required by the Community & Workforce Development Coordinator to the training programme for peers.

To continually risks assess and monitor the progress of peers and, where necessary, facilitate a return to treatment / support, and work with relevant local providers to achieve this.

To fully involve peers in decisions that empower those in recovery to take opportunities to sustain recovery and maximise their personal strengths, social networks and recovery capital.

To support and develop systems and structures that are responsive to the needs of individuals with different levels of risk, complexity and strengths.

To work collaboratively, creatively and proactively with other members of staff, volunteers and peers to ensure effective and efficient running of the service.

To work flexibly to provide adequate cover for all aspects of peer support in each locality.

### **Personal Performance**

To perform as part of the DHI team, attending and participating in regular team meetings, attend appropriate training courses and participate in skills sharing sessions within the team.

To work within, and contribute positively to, an appropriate culture of established values and expectations embracing and implementing change.

To work collaboratively, creatively and flexibly, to empower, challenge and change service users.

To work flexibly to provide adequate cover for all aspects of the service.

To be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; delivery of contractual requirements, targets and outcomes; and reporting progress.

To actively engage in opportunities for learning and development at an individual and team level.

To comply with operational management systems of supervision, objectives, appraisal and induction.

To contribute to the continuous improvement of quality and performance of the service.

Any other duties in line with the above as required by the post-holder's line manager or Community Recovery Service Manager.

**Monitoring and Administration**

To record all documentation and case-notes to a high standard and within required time frames.

To comply with organisational and contractual data collection procedures and reporting requirements.

To ensure data completeness in relation to key performance targets so that monitoring and reporting is completed on time and to the required quality standards.

To carry out all necessary administration in relation to casework tasks.

To adhere to DHI's risk assessment, Child Protection and Adult Safeguarding procedures when required.

To collaborate in the development, implementation and support for effective and flexible systems and structures that are responsive to the needs of service users with different levels of risk, complexity and strengths.

To support delivery of a fully integrated recovery-oriented treatment system by ensuring appropriate information sharing and collaborative working between Teams to affect safe, seamless and successful treatment journeys for users.

**Organisational Responsibilities**

At all times adhere to DHI policies and procedures, with specific reference to:

- Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
- Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
- Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI's Equality and Diversity Policy.
- Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI's Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, service user or visitor who might be affected by an act or failure to act by yourself.
- Quality Assurance: to ensure all activities are managed in a way that supports DHI's Quality Assurance systems.
- Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
- Lone Working: to work in accordance with the DHI Lone Working policy and procedures.

1. At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE.
2. Participate in the organisational planning processes and contribute to the establishment of DHI's business plan.
3. To perform as part of the Bristol and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
4. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.



**Developing Health & Independence**

**Peer Support Co-ordinator**

**PERSON SPECIFICATION**

**Essential**

A solution focussed approach to work

Experience of working with clients with a range of health and social care needs, specifically in the fields of homelessness, mental health, substance addiction and/or offending

Experience of working with a wide range of stakeholders to meet client needs

Ability to manage a caseload and experience of assessing, risk assessing and support planning with individuals

Knowledge and commitment to Adult and Child Safeguarding principles and procedures

Experience of working with or supporting peers and/or volunteers

Good relationship building and negotiation skills

Strong communication skills, both written and verbal, including ability to persuade and present clearly to a range of stakeholders including community groups, staff, peers and external agencies.

Excellent planning and organisational skills

Good level of IT literacy in Word, Excel and databases

**Desirable**

A professional qualification in management, health, housing or social care

Community Development Experience

Access to own transport and willingness to travel