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| JOB DESCRIPTION | |
| **Job Title:** | Peer and volunteer co-ordinator |
| **NJC Scale Point:** | NJC point 22 |
| Hours: | 1 X 0.6 FTE (22.5 hours) – FTC 1 year  Contracted hours and such additional hours as are required by the business from time to time.  Usual office hours are between 9am- 5pm with a requirement to work flexibly to provide client services (usually 9-8pm). The post will require some weekend and/or evening work subject to the requirements of the service, the business and operational management. |
| **Annual Leave:** | 26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days). |
| **Location:** | South Gloucestershire and any other location reasonably requested by the organisation.  We have client hubs in Yate, Warmley and Patchway.  A current valid UK driving licence and use of a car and willingness to use it for the purposes of this role, including the provision of business insurance is an essential requirement. |
| **Pension:** | Contributory pension scheme (employer’s contribution 7% to a minimum 3% contribution from employee). |
| **Accountable to:** | Throughcare Team Leader |
| **Accountable for:** | Peers and volunteers |

#### Principle Purpose of the Job

Working as part of the South Gloucestershire Drug and Alcohol Service, the new peer and volunteer co-ordinator will recruit, train and supervise peers and volunteers to support a whole-system approach for people who use drugs and alcohol, including the provision of needle and syringe services, harm reduction interventions, and criminal justice engagement. The role is embedded in the community treatment service, with a specific remit to increase peers and volunteers across needle and syringe services, prison, police and probation.

#### Key Duties and Responsibilities

1. To develop and deliver peer and volunteering training to equip individuals with the skills required to support treatment services.
2. To facilitate targeted outreach to clients and communities who are not in contact with treatment services, to increase awareness and uptake of needle and syringe provision.
3. To identify and engage with populations who are currently under-represented in harm reduction activities including homeless, those in contact with the criminal justice system, parents who use drugs, BAME groups and people with disabilities.
4. To train and develop peers and volunteer to support families and carers through overdose prevention and naloxone training
5. To work with community settings to increase access points for needle and syringe programmes through a new volunteer/peer based service across South Gloucestershire
6. To develop peer-led mystery shopping and other service evaluation and improvement functions for current service delivery
7. To co-ordinate prison in-reach services in partnership with Criminal justice workers, peers and volunteers to enable early engagement and intervention on release for prison.
8. Through the development of a new peer-based meet-and greet service, ensure the immediate needs are met and prison leavers successfully connect with appropriate agencies
9. To ensure continuity of care for clients (leaving prison as well as non-criminal justice settings) and provide advice, information and where necessary referrals, to encourage access to the support available from other relevant agencies.
10. To identify opportunities and projects that add value and enhance service delivery, and develop operation plans to implement ideas.

**Monitoring & Administration**

Via effective line management, to be overall accountable and responsible for the timely and accurate provision of monitoring and reporting.

To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

To carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.

Prepare and present clear verbal / written reports as required.

#### Organisational Responsibilities

1. 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, client 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 Corporate Services 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.

**PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | * Experience and ability of recruitment, supervision, training and development of volunteers/peers * Experience of working with a wide range of stakeholders to meet the needs of service users. * Experience of supporting people to achieve independence and facilitate change in their life | * Experience of working within the area of substance misuse, including service users who are involved with the criminal justice system. | Application, Interview |
| **Knowledge** | * Knowledge and commitment to Adult and Child Safeguarding principles and procedures | * An understanding of harm reduction principles and of the importance of harm reduction interventions in the substance misuse field * Knowledge and understanding of the needs of offenders with problematic substance use. | Application, Interview |
| **Skills** | * Excellent relationship building, leadership, negotiation and communication skills (written and verbal) * Excellent planning and organisational skills * Flexible, proactive, resilient and responsive to change. * Excellent level of IT literacy in MS Office products and data collection systems |  | Application, Interview |
| **Values and behaviours** | * Ability to see and take advantage of opportunities whilst balancing risk and innovation * Flexible, proactive and responsive to change. * Works in a way that aims to maximise the potential of others in their role. * Commitment to equal opportunities and anti-discriminatory policy and practice. |  |  |
| **Other information** | * Driving Licence with access to vehicle and willingness to use it for work travel. |  | Application |