

Peer Support Team Leader

Job Description and Person
Specification

Peer Support Team Leader

Hours	Full time (37 hours per week)
Leeds Mind Grade	Grade 4
Contract	Permanent
Location	Clarence House, Horsforth, Leeds, LS18 4LB with frequent travel across Leeds and West Yorkshire
Annual Leave	28 days a year plus 8 Statutory holidays, rising to 31 days after 3 years
Pension	3% employer contribution, 5% employee contribution, enhanced by salary exchange
Probationary Period	6 months
Reporting to	Peer-Led Services Manager
DBS Check Level	Enhanced

Introduction

We have faith and optimism in the people who access our services and so delivery is built around their needs. We support the people of Leeds West Yorkshire to discover their own resources to 'recover' from periods of poor mental health, and to live life independently with their mental health difficulties. Our values of Being Open, Supportive, Brave, Connected and Resourceful are pivotal to the work we do.

Leeds Mind has a long and rich history of empowering people through the delivery of peer support services. All our work is rooted in a lived experience model, fostering shared understanding and connection. We deliver a range of services and projects designed to promote mental health and wellbeing, including one-to-one support for children, young people, and adults, as well as group peer support and peer support training. We continue to seek opportunities to grow our peer support offer in order to respond to and meet the needs of

local communities, as such new peer support services may come into being under the leadership of team leaders.

Belonging at Leeds Mind

Leeds Mind is committed to creating an inclusive environment – equity, diversity and inclusion are at the heart of everything that we do.

We are committed to ensuring that our colleagues, volunteers and people who access our services feel a sense of belonging at Leeds Mind that gives them the confidence to share their unique perspectives and experience.

By creating an inclusive environment that fosters belonging, we aspire to attract colleagues and volunteers who offer diversity of experience and thought. We believe this will ultimately improve the service we provide as well as the employee and volunteer experience.

To find out more about how we are developing this you can click [here](#).

Purpose of the role

The Team Leader will be responsible for and lead peer support services, providing supervision, training, and mentoring to provide a high-quality service that delivers positive outcomes for children, young people, families and adults accessing peer support services.

As a Team Leader you will have experience of managing a team and of building relationships, of motivating others to achieve and will have a proactive approach to problem solving and achieving objectives. You will have extensive experience of working with and supporting people who have experienced mental health problems.

The post holder will assist the Peer-Led Services Manager and join the management team in leading and developing peer support services. They will work closely with the Peer-Led Services Manager and wider senior management team to meet contract targets/performance requirements. Working in partnership with the business development team, a core part of the role will be to support funding processes and the mobilisation of new services.

Main Tasks and Responsibilities

- Using a performance management framework to support staff to achieve individual, team and service outcomes and targets. With a focus on continued best practice and service improvement to improve outcomes for individuals accessing the service.
- Lead on recruiting, induction and management of peer support workers through 1:1 meetings, performance reviews, training, performance development and team meetings.
- Supporting the Peer-Led Services Manager in the development of peer support services, working closely with business development to identify funding opportunities, support bidding and funding processes, inputting into mobilisation of new services and developing service plans.
- Developing and delivering training, facilitating reflective practice and presenting externally as needed.
- Working closely with the Senior Management Team and the Operational Management Team to develop and improve services and outcomes for individuals accessing services across the organisation.
- Produce regular monitoring reports for internal and external stakeholders.
- Act as first point of contact for crisis and safeguarding concerns, linking in with the Peer-Led Services Manager and the Safeguarding Lead as needed.
- Take a lead role in ensuring the service database meets the needs of the service and provide statistical quarterly reports to the Peer-Led Services Manager.
- Developing partnerships both internally and externally to further the aims of the service.
- Attendance at contract management meetings, partnership meetings and further meetings as required.
- Collaborate with marketing officer, for service promotion and marketing, including presentations and meetings.

- Provide on call management duty as per the requirement of the organisation.

Operational Management

- Work closely with the Peer-Led Services Manager to meet contract targets / performance.
- In the absence of the Peer-Led Services Manager, to deputise for them.
- Take the lead in the day-to-day operation of the service.
- Work closely with the Peer-Led Services Manager, to implement and monitor quality assurance procedures and manage team performance.
- Chair, co-ordinate, and lead team meetings/specific contract performance meetings.

Organisation

- Participate in 1:1s, performance and development, including Leeds Mind compulsory training programme.
- Attend and participate in service/team meetings.
- Work within the framework of Leeds Mind's policies and procedures.
- Promote the values, behaviours, and ethos of Leeds Mind.
- Respond and report on safeguarding concerns in line with the Leeds Mind safeguarding policy and procedure.
- Undertake any other reasonable duties as and when required.

Person Specification

	Essential	Desirable
Knowledge/ Qualifications	<ul style="list-style-type: none"> • Strong knowledge of peer support principles, lived-experience models, and person-centred approaches in mental health services. • Sound understanding of safeguarding responsibilities for children, young people and adults, including responding to risk and crisis situations. • GCSE English and Maths (or equivalent) at grade C/4 or above. • Awareness of equality, diversity and inclusion principles and their practical application in service delivery. 	<ul style="list-style-type: none"> • Management or leadership qualification (or equivalent experience). • In-depth understanding of barriers faced by people experiencing mental health difficulties and the support required to promote recovery and independence. • Working knowledge of the Equality Act 2010, including reasonable adjustments.
Skills/Ability	<ul style="list-style-type: none"> • Proven people-management skills, including supervision, performance management, coaching and supporting staff development. • Strong leadership skills with the ability to motivate, support and performance-manage a peer workforce. • Excellent organisational and time-management skills, with the ability to 	<ul style="list-style-type: none"> • Experience supervising volunteers. • Project or service development skills. • Confidence in presenting, delivering training or facilitating reflective practice.

	<p>manage competing priorities and meet contractual targets.</p> <ul style="list-style-type: none"> • High level of IT literacy, including Microsoft Office (Word, Excel, Outlook, PowerPoint) and service databases/CRMs. • Excellent written and verbal communication skills, including report writing and presenting to internal and external stakeholders. • Ability to work independently, show initiative and solve problems proactively. • Ability to manage sensitive information appropriately and contribute to safeguarding decision-making. 	
<p>Experience</p>	<ul style="list-style-type: none"> • Leading or supervising a team within a health, social care or voluntary sector setting. • Performance management and coaching staff. • Delivering or managing peer-led or lived-experience-informed services. • Team orientated and worked collaboratively within in a multi-disciplinary team. • Contribution to funding bids, service development or mobilisation of new services. 	<ul style="list-style-type: none"> • Marketing, promoting or presenting services to external audiences. • Deputising for a manager or leading day-to-day service delivery.

	<ul style="list-style-type: none"> ● Monitoring, evaluating and reporting on service activity and outcomes to meet contractual or funder requirements. ● Working positively with people from diverse backgrounds. ● Partnership working with external agencies and stakeholders. 	
Behavioural	<ul style="list-style-type: none"> ● Demonstrates Leeds Mind values: Being Open, Supportive, Brave, Connected and Resourceful. ● Resilient, confident and adaptable, with the ability to manage pressure and respond effectively to challenges. ● Commitment to collaborative working with service users, colleagues, managers and partners. ● Strong commitment to equality, diversity, inclusion and safeguarding in all aspects of work. ● Clear understanding of the impact of mental health difficulties and a values-led approach to supporting others. ● Willingness to work flexibly, including participating in on-call management duties as required. 	<ul style="list-style-type: none"> ● Lived experience of mental health difficulties, in line with peer-led values.