

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 managing the Community Mental Health Transformation team, providing supervision, training, and mentoring to provide a high-quality service that delivers positive outcomes for adults with complex and severe mental health issues accessing support. You will have a good understanding of Community Mental Health Transformation, including partners' roles and responsibilities, day to day functioning of the wider service such as multi-disciplinary team meetings and funding arrangements.

As a Team Leader you will have extensive experience of managing a team and of working in partnership to deliver outcomes. You will be good at motivating others to achieve, have a proactive approach to problem solving and innovative in your approach to achieving objectives. You will have extensive experience of working with and supporting people who have experienced mental health problems.

A core part of the role will be to successfully build relationships with a range of partners, including MESMAC, Leeds Survivor Led Crisis Service, Community Mental Health Teams, Integrated Care Board, Primary and Secondary Care.

The post holder will work closely with the Peer-Led Services Manager and wider senior management team to meet contractual targets/performance requirements.

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.
- Work closely with and develop positive working relationships with a range of partners to successfully deliver peer support within the Community Mental Health Transformation team.
- 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 effective partnerships internally and work closely with other third sector organisations within the alliance to ensure the successful delivery of services within Transformation.
- Proactively explore opportunities to work in partnership with other community organisations and services to support the aim of our services.
- 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 ensure contractual targets and performance are met or exceeded.
- 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 within mental health services. • Good understanding of Community Mental Health Transformation, including partnership working, MDT models and the role of third sector organisations. • Sound working knowledge of safeguarding legislation and practice for adults (and children/young people where applicable), including responding to crisis and risk. • GCSE English and Maths (or equivalent) at grade C/4 or above. 	<ul style="list-style-type: none"> • Management or leadership qualification, or equivalent experience. • Strong understanding of barriers faced by people with complex and severe mental health difficulties. • Knowledge of the Equality Act 2010, reasonable adjustments and inclusive service delivery.
Skills/Ability	<ul style="list-style-type: none"> • Proven ability to lead, supervise and performance manage staff, including providing reflective supervision and support with wellbeing. • Strong operational leadership skills, with the ability to manage day to day service delivery and deputise for senior colleagues when required. • Excellent organisational and time management 	<ul style="list-style-type: none"> • Experience delivering training, facilitating reflective practice or presenting externally. • Project or service development skills, including supporting service mobilisation or improvement.

	<p>skills, with the ability to meet contractual targets and deadlines.</p> <ul style="list-style-type: none"> ● Ability to build, maintain and manage effective partnerships with statutory, voluntary and community sector organisations. ● Excellent written and verbal communication skills, including report writing, presentations and participation in contract or partnership meetings. ● High level of IT literacy, including use of Microsoft Office and service databases/CRMs for monitoring, reporting and performance management. ● Ability to exercise judgement, manage risk and respond appropriately to safeguarding and crisis situations. 	
<p>Experience</p>	<ul style="list-style-type: none"> ● Experience of leading or supervising a team within mental health, social care or voluntary sector services. ● Experience of managing performance, supporting development and addressing capability concerns. ● Experience of delivering services in partnership, including working within MDT or alliance models. 	<ul style="list-style-type: none"> ● Experience of promoting or representing services externally. ● Experience of contract management meetings or funding related reporting.

	<ul style="list-style-type: none"> ● Experience of monitoring, evaluating and reporting service activity and outcomes. ● Experience of working effectively with people from diverse backgrounds and communities. ● Experience of contributing to service improvement, quality assurance or transformation activity. 	
Behavioural	<ul style="list-style-type: none"> ● Demonstrates Leeds Mind values: Being Open, Supportive, Brave, Connected and Resourceful. ● Resilient, proactive and confident, with the ability to manage pressure and complexity. ● Strong commitment to collaborative working with service users, colleagues, partners and commissioners. ● Clear understanding of the impact of severe and complex mental health difficulties. ● Strong commitment to equality, diversity, inclusion and safeguarding. ● Willingness to work flexibly, including participating in on call management duties. 	<ul style="list-style-type: none"> ● Lived experience of mental health difficulties, in line with peer led values.