**Job descriptions: Co-ordinator for Drop-In Centre**

**Reporting to: Peer Support Manager**

**Hours:  25 hours per week**

**Job purposes:**

To embed and further develop a Drop-In Centre service, with support from the Adult Support Manager. The post holder will need to have a good understanding of the complex needs of the community and will be expected to contribute to the development and delivery of a range of peer support sessions and activities at Drop-In Centre as well as share and use your lived experience in an appropriate way, to offer understanding, support, and hope to service users.

**Job specific outcomes**

* Create and maintain an inclusive and welcoming environment that takes account of its primary function to welcome people with mental health difficulties.
* Act as the primary point of contact for formal visits of government or other key stakeholders, who will promote the Drop-In Centre, as well as peer support volunteers and support them to deal effectively with situations that arise during peer support sessions.  (Average two hours peer support per week)
* Develop a set of guidelines that support the people running the Drop-In Centre to be able to use their good judgement to manage the unexpected or incident that fall out of our remit.
* Contribute to the ongoing development of the service and to best practice; engage service users in the participation group (Speak your Mind) , to improve service user experiences and outcomes, including weekend and evening activities.
* Assist with the recruitment, induction, and when required provide training and support of people with experience of mental illness in their roles and peer support volunteers.
* Coordinate and deliver informal training for volunteers at the Drop-In Centre

Coordinate timetable for new recruits and activities, as well as manage rota ensuring Mind Jersey employees and volunteers always cover.

* Liaise with local supermarkets to develop ongoing support with resources, preferably donated to Mind Jersey, when not applicable purchase items as per agreed budget.
* Access and respond to incoming emails and messages regarding Drop-In Centre. Where appropriate, and in accordance with established procedures, introduce potential peers to a peer support worker.
* Monitor and evaluate the work and impact of the service using appropriate performance indicators, outcome measures and evaluation tools, liaise with Admin to create a pathway to record into CRM, Report this information to the Peer Support Manager quarterly.

Create and keep updated advertising material connected to Drop-In Centre. Support

online applications to both Mind Jersey and other agencies for people who present

at the Drop-In Centre

* Liaise with Parish Hall, manage relationships environment and security, support other agencies that using the building.
* Work with service users to plan group activities and assist with one to one and group supervision sessions; promote/facilitate good communication between these volunteers.

**General Responsibilities**

* Work in accordance with Mind Jersey’s aims, objectives and values and comply with all policies and procedures. Promote equality, diversity, individual rights, and user involvement and ensure safe, fair, and responsible working practices are implemented in relation to health and safety, equal opportunities, and confidentiality policies.
* Promote the work of Mind Jersey and positive understanding, awareness, and attitudes towards mental health.
* Provide service users with tools and coping strategies to maintain their wellbeing.
* Participate in, and actively contribute towards own supervision and training as required. Attend and actively participate in all peer support team meetings.
* Be efficient, responsible and maintain a high level of personal organisation. Work flexibly, being prepared to perform other duties commensurate with the role.
* All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients, and the general public.
* All employees have a responsibility to prevent abuse and neglect and report concerns.
* All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with current the General Data Protection Requirements (GDPR) and the Data Protection (Jersey) Law 2018.
* In addition to the defined duties, there will be a requirement to carry out any other duties which the Employee may reasonably be called upon to perform.

**Person Specification**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications: | A good standard of general education including English and Maths.  Relevant training in peer support and/or mental health. | Counselling or other relevant qualification. |
| Experience: | Experience of working with people with mental health needs, in a paid or voluntary capacity.  Experience of providing support and/or guidance to people with mental health issues.  Experiencing of supervising and supporting staff and/or volunteers.  An understanding of the role of peer support within mental health.  An understanding of key concepts of recovery.  An understanding of the key difficulties and challenges faced by people on their recovery journey. | Experience of supporting people in crisis or severe emotional distress  Experience of helping people identify their own goals and the ability to support people in pursuing these.  Experience/knowledge of the local services. |
| Technical / Work-based Skills | The ability to manage time and competing priorities and take responsibility for your own work and accountabilities.  Good team working skills including listening, constructive feedback, respect and dignity and skill sharing.  Excellent communication and organisational skills including written and I.T., including use of Microsoft Office packages.  The ability to maintain and monitor accurate recording of attendance, progress, and outcomes. |  |
| General Skills/Attributes | Demonstrate an understanding of the role and impact of peer support in people’s lives.  Demonstrate the knowledge, confidence, and skills to work with people with a range of needs.  Demonstrate the skills and understanding to support staff members with lived experience.  Adapt and respond to shifting priorities/tasking needs.  Skills to work with change and to support service users through the process.  Proven communication skills, and experience in interacting with internal and external stakeholders  Reliability, discretion, and trustworthiness are required, as the post holder will have constant access to classified material and personal records. | Desire to be proactive and create a positive experience for others.  Demonstrate an understanding of mental health crisis and suicide prevention. |
| Criteria relating to Safeguarding | Exposure to confidential and sensitive issues where the careful and effective handling of such matters is essential.  Demonstrate a solid understanding of the importance of confidentiality, boundaries, and safeguarding. |  |
| Other: | Demonstrate skills in managing your own health and wellbeing.  Commitment to Mind Jersey’s values.  Willingness to undergo a relevant DBS check if required.  Willingness to work flexible hours to meet project needs.  Willing to travel around the Island to meet with peers/volunteers. | Driving licence  Own transport |
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