



**Job Description:** Manager – Peer Support and Drop-in Services

**Organisation:** Mind Jersey

**Location:** Jersey, Channel Islands

**Reporting To:** Adult Services Manager

### **Purpose of the Role**

To manage and oversee all operational aspects of Mind Jersey's Peer Support and Drop-in Services. The role includes staff and volunteer management, safeguarding lead, and strategic alignment with Mind's values and standards. The successful candidate will work to ensure these services are effective, well-publicised, and compliant with the Mind Quality Mark (MQM) and other organisational requirements.

### **Key Responsibilities**

#### **Staff Management**

- Lead and manage the Peer Support and Drop-in teams, ensuring the importance of lived experience underpins all aspects of service delivery.
- Conduct timely supervision appraisals, manage staff holidays, sickness, and return-to-work reviews and manage disciplinary processes when required.
- Identify and facilitate staff objectives, training needs and development opportunities and identify and facilitate staff training, development opportunities, and Volunteer Management

#### **Volunteer Management**

- Oversee the recruitment, training, and supervision of volunteers for the Peer Support and Drop-in services.
- Ensure that volunteers are effectively integrated into the services and their contributions are acknowledged.

#### **Service Delivery and Monitoring**

- Supervise and support the delivery of Peer Support and Drop-in services to ensure they meet the needs of service users and the strategic objectives of Mind Jersey
- Monitor and evaluate the effectiveness of services and provide regular updates and reports
- Maintain and enhance the quality of influence and participation groups (e.g. Listening groups at the drop-in centre) and ensure information is clearly provided to all people involved in the service.



### **Liaison and Publicity**

- Advertise volunteer opportunities to attract and retain skilled individuals.
- Promote Peer Support and Drop-in services to external agencies, with a particular focus on Adult Mental Health (AMH) services.
- Develop and maintain relationships with partner agencies and stakeholders.

### **Commissioning and Strategic Planning**

- Represent the organisation at meetings as requested by the Chief Executive and engage in fundraising activities as agreed with the senior management team.
- Prepare and present reports and other materials to internal and external stakeholders.
- Ensure that strategic goals for the services align with Mind Jersey's objectives and SMART criteria.

### **Compliance with Mind Brand Standards**

- Ensure all policies and guidelines for Peer Support and Drop-in services are current and reflect both Mind Jersey and Mind UK values.
- Work towards achieving and maintaining compliance with the Mind Quality Mark (MQM).

### **Support and Supervision**

- Receive timely guidance, support, and supervision from the line manager, who will also act as a backup during periods of leave or service need.
- Collaborate with the line manager to ensure effective leadership of the Peer Support and Drop-in services.

### **Person Specification Essential Skills and Qualifications**

- Proven experience in staff management, including outcomes-based accountability, conducting appraisals, managing absences, and handling disciplinary processes.
- Demonstrated ability to understand and develop peer support culture, including recruiting, training, and managing peer support volunteers.
- Strong interpersonal and communication skills for liaising with agencies and promoting services.
- Experience in service evaluation and strategic planning using Client Relationship Management Systems (C.R.M.) and developing Specific, Measurable, Achievable, Realistic and Timely (SMART) goals.



### **Desirable Skills and Qualifications**

- Knowledge of the mental health sector, particularly related to peer support and drop-in services.
- Familiarity with the Mind Quality Mark (MQM) or similar quality standards.

### **Values and Commitment**

The post-holder is expected to uphold the values of Mind Jersey, ensuring all services are person-centred, inclusive, and aligned with the broader objectives of the charity.

### **Job Context**

Mind Jersey is a local charity that seeks to provide information and support for people who are experiencing mental illness. This is done so that as many of them as possible can lead full and active lives and are supported in making informed decisions themselves. Mind Jersey campaigns for a greater public understanding of mental illness and works closely with the statutory services, seeking to influence decisions and policy that might lead to improvements in the range of mental health services provided. Emphasis is being placed upon providing more targeted education and training, and in sharing relevant information about mental illness and the importance of maintaining good mental health, more widely in the community. Mind Jersey's vision is of a society that promotes and protects mental health for all, and treats people with experience of mental illness fairly, positively and with respect.