



Parental Peer Support Coordinator

Job Title:	Parental Peer Support Coordinator
Location:	The Cellar Trust, Farfield Road, Shipley, BD18 4QP
Responsible to:	HR and Projects Manager
Hours of work:	Part time: 30 hours per week (4 days), some of this will include a working day that includes the evening shift on our online chat platform 6pm-9pm. Some bank holiday working will also be required.
Salary:	£21,635 – £23,635 pro rata
Contract:	Fixed term contract for 12 months
Holiday allowance:	25 days per year plus bank holidays, pro-rata
Informal enquiries:	David Grant-Roberts, Peer Lead, 01274 586 474 or david.grant-roberts@thecellartrust.org
Applications to:	recruitment@thecellartrust.org
Closing Date:	Sunday 5 th September 2021 at 11.59pm
Interview Date:	Friday 10 th September 2021

General

The Cellar Trust is an equal opportunities employer and applications are welcome from all sections of the community, particularly BAME and LGBTQ communities who are underrepresented within the organisation.

We are a Disability Confident employer, and offer a guaranteed interview to candidates with a disability who meet all the essential criteria in the person specification. If you would like to request a guaranteed interview because of a disability, or you would require any reasonable adjustments at the interview stage of the recruitment process, please specify this in your application.

Please note that CVs will not be accepted and applicants must use the Experience section of the application form to state how they meet all of the essential criteria in the person specification. The application form and related forms can be found on our website: <https://www.thecellartrust.org/about-the-cellar-trust/working-for-us>

If you would like a copy of the application form and related documents in another format, such as a paper copy, please contact recruitment@thecellartrust.org

Only applicants invited to interview will be informed – if you have not been contacted within two weeks of the closing date then you have not been shortlisted. Feedback will only be given to applicants who are unsuccessful at interview stage. If you would like to request any reasonable adjustments at interview stage of the recruitment process, please specify this in your application. The successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check.

Job Purpose

We are recruiting a Co-ordinator to deliver our new PARENTS Online service. PARENTS Online is an innovative digital project which provides free online peer support to parents and carers using an online chat function.

We are looking for a skilled Co-ordinator to help manage this service with a good understanding of mental health, and a passion for empowering and supporting individuals. You will be highly motivated, organised and proactive with a positive attitude, a flexible approach and excellent interpersonal and team working skills.

The Co-ordinator will be a key role for the PARENTS Online service. The purpose is to deliver high quality online support to parents/carers. A main function within the role will also be to lead the shift and supervise the volunteer Parental Peer Support Workers, including managing the rota to ensure we can deliver this service 5 nights a week (Mon-Fri) 52 weeks a year.

Please Note: The Peer Support requirement for this role is experience as a parent/carer. Lived experience around mental health is not an essential requirement but we welcome applications from people who may or may not have lived experience of their own mental health problems.

Emotional Effort

The role is emotionally demanding due to the nature of distress experienced by service users. Issues may be encountered which may be emotionally distressing for the workers involved.

Physical Effort

You may need to travel within service area, as required. Use of breakaway techniques may be required.

Job Location – COVID-19

Our main building is now open and we are in a process of supporting our staff and services to resume working on site where possible. Many staff are still working from home but this will soon move towards most returning full time and others operating on a flexible or blended way of working. We have put in place stringent safety measures in relation to COVID to ensure that all our staff, clients and building users are kept as safe as possible.

This role will require you to work both onsite and from home as we offer flexibility on home working if appropriate for the role and the needs of the business. Therefore, you will need to have a suitable space to work at home, with access to the internet and the ability to make confidential calls and attend virtual meetings. You will be provided with all equipment necessary to do this, should it be necessary.

Accountability

- Responsible to the Peer Lead
- Supervision of PARENTS Online Support Worker
- Supervision of volunteers for PARENTS Online platform

Key Duties and Responsibilities

Volunteer Recruitment

- Take a key role in promoting our PARENTS Online volunteer opportunities.
- Work closely with our Communications Officer to look at how best to promote our PARENTS Online volunteer offer.
- Organise the recruitment of PARENTS Online volunteers including managing the selection process. This will involve creating and adapting role descriptions, adverts and other related documentation, dealing with applications, arranging and conducting interviews.
- Provide appropriate communication, supervision, support and information to volunteers

Co-ordinating Training

- Coordinate training and development
- Carry out administration around organising training and subsequent accreditation process

Supervision and management

- Compiling and planning ongoing rota
- Taking lead on updating rota in event of illness/arranging bank cover
- Training and induction of new team members, including practical set-up on software systems etc
- Volunteer supervision – develop an effective and robust system for volunteer supervision and ensure it is implemented consistently across the organisation
- Supervise Parental Peer Support Workers to ensure that a high-quality service is delivered
- Ensure that the service is operated in a safe manner, in line with legislation and best practice guidance
- Work in a proactive manner which enables continuous learning/development and improvement in the service. This will include working with the Peer Lead to identify opportunities for further growth to the service;
- Work with the Peer Lead to develop processes and guidance for use within the service

Supporting and working with platform users

- Work with unconditional positive regard and empower parents to build their resilience
- Use a brief therapy approach using text to help the de-escalation of crisis and distress
- Work with clients to talk about their distress, and how they can manage it going forward
- Support clients in the development of wellness and safety plans
- Encourage clients to establish social networks and undertake meaningful activities to assist them to develop positive coping mechanisms
- Work with a high level of awareness of safeguarding in order to both prevent and respond appropriately to abuse

Other duties

- Assisting to deliver the marketing and communications plan for PARENTS Online and for Peer Support Training
- Liaise with other mental health and social care professionals and services as required
- Ensure that the service is delivered in line with confidentiality and GDPR legislation and guidelines;
- Participate in all mandatory training and continued professional development as required;
- Work in a collaborative manner which encourages effective team work and communication
- To identify personal developmental needs in conjunction with your line manager.
- Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined

Person specification

All aspects of the person specification will be assessed through the application form with additional questions at interview stage. Please ensure that all of the criteria is addressed in your personal statement with examples/evidence for each aspect of the role.

Criteria	Essential	Desirable
QUALIFICATIONS	NVQ 3/ Level 3 diploma/ equivalent through short courses OR relevant applied experience.	Additional qualifications in areas related to mental health and/or health and social care, for example, social work, occupational therapy.
	Willing to undertake Peer Support Training	
SKILLS & EXPERIENCE	Evidence of numeracy and literacy skills.	Coaching or basic counselling skills.
	Ability to use Microsoft office and software packages including word and excel to a good standard.	Language skills other than English.
	Effective client care and support skills including in a one-to-one basis.	Experience of working with families and carers.
	Excellent interpersonal and written communication skills.	Experience of delivering training or facilitating group discussion.
	Supervisory and people management skills.	Experience of writing policies and operational plans
	Strong experience of working in a relevant health or social care setting.	Experience of implementing new ways of working and managing change.
	Understanding of managing risk in a mental health setting.	Lived experience of mental health problems
	Willingness to deliver basic training and facilitate group discussions.	Experience of peer support.
	Experience of planning and delivering activities for clients.	
	Experience of liaising with other service and/or care providers.	
	Experience of working with people in mental distress/crisis.	
	Experience of being a parent and or carer	
KNOWLEDGE	Awareness of other mental health services in the community.	Understanding of mental health legislation.
	Awareness of and empathy for mental health problems and how they can impact on the lives of individuals.	Knowledge of managing a working rota.
	Good understanding of the principals of recovery.	
PERSONAL ATTRIBUTES	Comfortable working under pressure and ability to prioritise work, and multi-task in a busy environment.	
	Strong commitment to working collaboratively as part of a team.	
	A willingness to be flexible.	
	Engaging and consultative approach to leadership.	
	Motivation to meet the needs of individual clients.	
	Commitment to equality, diversity and cultural understanding.	
	Committed, passionate and enthusiastic.	

	Commitment to delivering a high-quality service and continuous improvement.	
	Calm and empathetic approach to working with people in distress.	
	A proactive and empowering approach to promoting recovery.	
OTHER	Ability and willingness to reflect on work practice and be open to constructive feedback.	
	Willing and able to undertake all mandatory training as required.	
	Ability to manage stress and to plan and prioritise workload and maintain a healthy home/work life balance.	
	High level of self-awareness – ability to critically appraise own performance.	
	Professional in appearance and behaviour.	