



<b>Job title</b>	Project Coordinator
<b>Responsible to</b>	Service Development Manager
<b>Geographical Reach</b>	North Kent
<b>Base</b>	Dartford
<b>Hours</b>	FT - 37 Hours
<b>Salary</b>	£26,500
<b>Contract</b>	Permanent

## **Peer Partnership Project – Project Coordinator**

### **Purpose of Post**

This post is to oversee delivery of our Peer Partnership Project to adults living in the North Kent (Dartford, Gravesend, and Swanley) area. All post holders will have their own lived experience of mental health issues.

Responsible for project management and the achievement of targets, the post holder will coordinate a project for supporting people who have experienced, or are at risk of experiencing, a mental health crisis with appropriate support that will enable them to access longer term community help so that a further crisis is less likely, working with those who have been unable to access more specialist mental health support or are waiting for services but may be at risk of crisis during that time without some level of emotional support. The role will encompass the service in Dartford, Gravesham and Swanley, and mainly consists of

- Project management
- Supervision of 2 Peer Support Workers
- Ensuring achievement of targets
- Some direct delivery of; Individual support work, caseload management, facilitating group work, signposting, linking-in, and follow-up
- Developing, maintaining, and overseeing key working relationships with external agencies
- Leading on reporting and monitoring

### **Structure of the Post**

This post is supervised by the Service Development Manager. The post holder must be flexible to work in venues and community settings throughout the North Kent area as specified. This role is 9am-5pm Monday – Friday, and work is predominately in-person. This role includes overseeing the implementation of a staff rota, and the post holder must be flexible to occasionally cover some evenings as necessary in the case of absence of staff.

This post will include specific Peer Support training which post holders will need to attend, engage with, and complete.

For the calculation of travel expenses, the North Kent Mind Offices in Dartford shall be considered the base throughout (dependant on your location) and travel between home

and another working venue can only be claimed insofar as it is in excess of the distance between home and base. All time in travel between venues is counted as time worked.

This post also includes providing cover for the Service User Network when the Lived Experience Lead is absent.

The respective balance of the elements listed in this job description may change in accordance with the needs of the organisation as defined by the Service Development Manager. Contracted hours will be worked on an average weekly basis over a month rather than on a strict weekly basis.

## **A. DUTIES OF THE POST: SPECIFIC**

### **These duties relate to this post only:**

- Line management, including supervision, and appraisals for all project staff.
- Responsibility for the achievement of project targets
- Chairing weekly referral and caseload support meetings.
- Ensuring all reporting and monitoring requirements are met and achieved within deadlines.
- Regular communication and updates with the Service Development Manager
- Overseeing and implementing a rota for the service
- Covering staff absences, if needed, to ensure full rota cover
- Ensuring volunteers are utilised and embedded within the service
- Developing, and maintaining key working relationships with external agencies
- To lead on monitoring and reporting for projects, providing monthly and/or quarterly reports and updates to the Service Development manager.
- Ensuring achievement of targets
- To offer some person-centred, holistic, and structured individual peer support to a caseload of service users. This may include a listening ear service, emotional support, signposting and linking in, interventions, advice, advocacy, and practical support.
- To ensure all individuals supported by the project have a clear pathway.
- To ensure utilisation of hybrid approaches; digital, telephone and a predominance of in-person approaches, for supporting caseloads.
- To ensure the facilitation of weekly group work, combining psychoeducational approaches with peer support.
- Responsible for embedding peer led elements and coproduction within all aspects of the project
- Manage caseload allocations and reviews for each peer support worker.
- Undertake and complete Peer Training (ImROC), and ensure all project support worker do also
- To participate in and ensure all support staff participate in both operational and external clinical supervision.
- To ensure and oversee the wellbeing and support of all project staff.
- Oversee proactive and assertive follow-up on service user referrals to external services or linking in as required.

- Manage any crisis interventions due to any escalations in client need with support from NKM's Safeguarding Leads.
- Ensure project marketing and promotion via liaison with our communications officer
- Represent the Service Development Manager on matters regarding The Peer Partnership Project as requested, and during their absence as needed.
- Provide cover for The Service User Network as required by the Service Development Manager, undertaking relevant training where necessary.
- Any additional tasks as identified by the Service Development Manager.

## **B : DUTIES OF THE POST: GENERAL**

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:

- Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
- Promotes Social Inclusion, Empowerment, Well-being, and the Recovery Model
- Respects, encourages, and builds on individual clients' coping strategies, skills, and autonomy, and is in keeping with the Codes of Practice for Social Care Workers as defined by the General Social Care Workers
- Maintains good liaison with any other outside agencies as is necessary
- Promotes good joint working, links, and cross-referral with all North Kent Mind colleagues.
- Adheres to the principles of the Social Care Standards as defined by the GCSI

2. To participate in supervision and appraisal

3. To attend staff meetings and team meetings

4. To attend training/meetings and some annual events as required

5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate or assign.

## **C: DUTIES OF THE POST: COMMON**

These duties apply to all project staff.

- Embed peer support, empowerment, and coproduction into the service
- Efficient facilitation of outcome monitoring systems and inputting of outcome data
- Set-up venues prior to a group work starting and clearing up at the end of the session.
- Facilitating, planning, and arranging group work as informed through consultation with participants, the project coordinator, and with prior preparation of materials as required
- To make timely and effective interventions if, and when required to deal appropriately with any crises or incidents which occur.
- Communicate and liaise with management as required
- Welcoming new service users within timelines, and proactively follow-up on any non-engagement.

- Develop a broad knowledge of local services and their systems to support Service User pathways and information.
- Ensuring service-users are aware of, and abide by, the Code of Conduct in group work
- Providing support to any volunteers that work within the sessions.
- Facilitate the group work in accordance with accepted good practices.



### Peer Partnership Project - Project Coordinator Personal Specification

Criteria	Essential	Desirable
An understanding of the issues affecting people with mental health problems	✓	
An awareness and understanding of how people can move forward with their lives	✓	
A non-judgemental attitude to mental health service users	✓	
An empowering and positive attitude to mental health service users	✓	
Lived Experience of mental health issues with an ability and willingness to appropriately share your own lived experiences as part of the role.	✓	
An awareness and understanding of local mental health services	✓	
Experience of caseload management and individual work	✓	
Willingness to undertake and complete ImROC Peer support Training	✓	
A consistent, professional, and calm working manner	✓	
Experience of overseeing and facilitating monitoring systems efficiently.	✓	
Experience of delivering services digitally		✓
Experience of reporting and evaluating performance data		✓
Ability to work within and lead a team	✓	
Experience of supervising and managing staff	✓	
Good written skills	✓	
Excellent communication skills	✓	
Excellent listening skills	✓	
An understanding and awareness of strong professional boundaries	✓	
Proactive and flexible approach to problem solving	✓	
Experience of working with, and ability to facilitate groups	✓	
Excellent organisation skills	✓	
Comprehensive computer skills	✓	
Experience of managing and creating staff rotas		✓

Able to work on alone and on own initiative	✓	
Car driver/owner		✓
Ability to work flexible hours	✓	
Ability to compile reports and manage monitoring data as required.	✓	
A proven track record in supporting and empowering others in gaining autonomy over their own recovery.	✓	
Excellent communication and listening skills.	✓	
Non-judgmental, empathetic, compassionate, inspiring and patient.	✓	
Experience in facilitating and organising groups	✓	
Ability to remain calm and respond in a professional manner to distress, disturbance, and unpredictability.	✓	
Understanding of diversity and proactively promotes anti-discriminatory practice and equal opportunities.	✓	