



<b>Job title</b>	Peer Support Coach
<b>Responsible to</b>	Adult Support Services Manager
<b>Geographical Reach</b>	North Kent
<b>Base</b>	Dartford
<b>Hours</b>	5hrs
<b>Salary</b>	£13.13 per hour
<b>Contract</b>	1 Year Fixed Term

### **Job Description: Peer Support Coach**

#### **Purpose of Post**

This post is to deliver or help to deliver a range of Peer Support and Wellbeing Services, predominantly in-person within community venues, to people who live in the North Kent (Dartford, Gravesend, Medway, and Swanley) area, and experience mental health issues. Our Saturday walking group, 'Stride and Thrive', will be facilitated in person for 12 weeks, four times a year. Peer Support Coaches will facilitate these sessions for 2hrs on Saturdays, with half hour each side for set up.

Further 7hrs per week will be utilised to support referrals, contact clients, input into CRM system and attend any supervisions and team meetings as necessary. Peer Support Coaches will need to complete mandatory training as well as external training in suicide prevention, mental health awareness and neurodiversity.

#### **Structure of the Post**

This role is supervised by the Adult Support Services Manager. The post holder must be flexible to work in several venues throughout the North Kent area, and also at times in venues out of area. Working alongside the Adult Support Services Manager, you will also have the opportunity to help shape and deliver content, so excellent organisational skills are required.

For the calculation of travel expenses, the North Kent Mind Offices in Dartford shall be considered the base throughout, 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.

The post holder must be flexible to work weekends as necessary. 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 Adult Support Services Manager. Contracted hours will be worked on an average weekly basis over a month rather than on a strict weekly basis. All staff within the North Kent Mind service are responsible for their own admin, including the inputting of outcome monitoring data and the intake of new referrals, along with embedding a robust evaluation process. This may be subject to amendment.

Stride and Thrive sessions are expected to be in person.

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

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

- Adhere to all North Kent Mind policies and procedures, including those on Equity, Diversity and Inclusion, Confidentiality, Safeguarding, and Health & Safety.

- Uphold the values of social inclusion, empowerment, and the recovery model in all service delivery.
- Respect and promote the autonomy, coping strategies, and individual strengths of all service users.
- Foster effective communication with external agencies and build positive working relationships with colleagues across the organisation.
- Participate in regular supervision, performance appraisal, and all relevant staff and team meetings.
- Attend required training sessions and organisational events.
- Undertake additional duties as reasonably delegated by the Adult Services Manager, CEO, or Board of Trustees.

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

- Embed all required outcomes and methodology into the service.
- Efficient facilitation of outcome monitoring systems and inputting of outcome data
- Participate in local community events as required by the Adult Support Services Manager.
- Assessments, warm, welcoming, and informative registration process.
- Cocreating a person-centred support plan with all participants.
- Signposting and linking in individuals who are unsuitable for the services.
- Facilitating Psychosocial Interventions; activities and sessions. Including organising Recovery Based Activity Groups with a 12-week rolling programme of activities, and Wellbeing Spaces with refreshments, where individuals discuss their mental health support needs, gain support and information, register and link to further LWKM support sessions and peers.
- Have extensive knowledge of exercise, mood and the links between.
- Dealing appropriately with any crises or incidents which occur.
- Ensuring service-users are aware of, and abide by, the Code of Conduct
- Embed coproduction in all aspects of support.
- Providing support to volunteers generally and as requested by the Adult Support Services Manager
- Plan and structure all sessions for the given activity.
- Facilitate the group activity in accordance with accepted good practices.
- Collect and analyse feedback from participants as required.
- Provide accessible, culturally sensitive, safe services that people trust and want to use.
- Embed and facilitate Trauma Informed Practise.
- Work closely with exiting peer services.
- Attend peer supervision and reflective (clinical) supervision. As well as operational supervision.
- Facilitate and coordinate peer support interventions.
- Engage participants in a combination of options to achieve co-produced support with regularly reviewed timelines, every 12 weeks.
- Ensure no duplication of support, prevent dependency, and work closely with local peer support services.
- Support and facilitate the creation of peer leaders, participants becoming leaders and volunteers within the service. Through empowerment, training plans, recovery, and support.
- Facilitate a coproduced support pathway over 12 weeks which includes engagement with the appropriate variables; walking group, befriending, group work, and social activities

- Organise and oversee an annual Service User Conference.

## **Peer Support Coach: Personal Specification**

### **Person Specification**

#### **Essential Criteria**

##### **Mental Health Awareness & Experience**

- Demonstrable experience or a strong understanding of supporting people with mental health challenges, either in a professional, voluntary, or personal capacity.
- An understanding of the impact mental health conditions can have on an individual's daily life, relationships, and recovery journey.

##### **Session Facilitation & Engagement**

- Proven ability to plan, facilitate, and evaluate structured group interventions, psychoeducational courses, or wellbeing workshops.
- Confident in creating safe, inclusive, and engaging group environments that promote participation and learning.

##### **Communication & Interpersonal Skills**

- Excellent verbal and written communication skills, with the ability to engage sensitively and effectively with a diverse range of people.
- Strong active listening skills and the ability to build trusting, professional relationships with service users, colleagues, and external partners.
- Adaptability with communication styles when working directly with service users with neurodiversity.

##### **Person-Centred & Trauma-Informed Approach**

- Awareness of trauma-informed practice and a commitment to delivering support that is person-centred, strengths-based, and empowering.
- Respect for personal autonomy, cultural diversity, and lived experience.

##### **Flexibility & Travel**

- Willingness and ability to travel to multiple community venues across North Kent (primarily Medway).
- Flexibility to work some evenings and occasional weekends to meet service needs.

##### **Organisation & Administration**

- Strong administrative and IT skills, including accurate record-keeping, data input, and outcome monitoring.

- Excellent time management and the ability to work independently within agreed boundaries and deadlines.

## **Desirable Criteria**

### **Lived Experience**

- Personal or close experience of mental health challenges, either directly or through supporting others, with the ability to draw on this insight in a reflective and professional way.
- Understanding of neurodiversity, either through own diagnosis or family and friends with diagnosis or who identify as such.

### **Local Knowledge**

- Understanding of the mental health and wellbeing landscape in North Kent, including community resources and referral pathways.

### **Qualifications & Training**

- Relevant qualifications or training in mental health, counselling, psychology, social work, education, or a related field.
- Be willing to attend a full days training bespoke to the course content.
- Shadow other team members within their roles to understand the structure of service.
- Undertake half a day's induction with service manager.
- Attend a mandatory 3 day internal training.

### **Multi-Agency Working**

- Experience working collaboratively with other professionals or agencies to support individuals with complex or ongoing needs.

### **Innovation & Creativity**

- Ability to contribute to service development by bringing new ideas, adapting resources, and responding creatively to the evolving needs of service users.

### **Additional Information**

- This role may require an Enhanced DBS check.
- Travel expenses are reimbursed in accordance with North Kent Mind's policy.
- All staff are responsible for ensuring they meet ongoing training and CPD requirements as directed by their manager.