



Job Title: Futures in Mind Service Coordinator

Reporting to: Futures in Mind Team Manager

Location: Office Base Harlow – travel throughout Epping Forest & Brentwood Area.

Responsible for: Befrienders/Volunteers/(Peer)Mentors

Hours: 17 per week

Pay: £12.74 per hour

The organisation:

Mind in West Essex is a mental health charity. We are an independent organisation affiliated to Mind (the national association for mental health), an organisation with which we share common values and principles. We aim to support people affected by mental ill health through the provision of a range of community-based services within the West Essex area.

Purpose of the Job:

This role is working within a project called 'Futures in Mind' that is a partnership between Mind in West Essex, Phoenix Futures and Mid & North East Essex Mind.

To lead on an area of Essex ensuring the effective and successful delivery of the Futures in Mind Service. To recruit, train, support and develop befrienders, volunteers, (peer) mentors and lead on implementing recovery focussed activities within an allocated locality of Essex. To ensure effective partnership working to recruit mentees into the service and 'match' an appropriate befriender/volunteer/(peer) mentor. To engage work in a holistic approach and in effective partnership to ensure Service Users needs are supported and met

Key Task Areas and Responsibilities:

Main Duties

- Recruit, train, support and develop befrienders, volunteers, (peer) mentors ensuring an adequate support measures, supervision and effective communication.

- Work with treatment providers to recruit appropriate mentees to be supported by befrienders, volunteers & (peer) mentors.
- Manage the allocation/matching of befrienders/volunteers/(peer) mentors and mentees through careful consideration of risk and skill set.
- Ensure accurate risk assessments and reviews are in place and managed appropriately for befrienders/volunteers/(peer) mentors and mentees.
- Establish, develop & maintain effective partnerships within mental health & substance misuse treatment agencies as well as the wider community to promote and embed Futures in Mind into your locality (and the County of Essex).
- Contribute to the 'Live Chat' element of the Futures in Mind website, offering information and guidance to those utilising the function.
- Engage in the Safeguarding, MAPPA process and information sharing protocols.
- Innovate, implement & monitor creative recovery/social inclusion focussed activities within your locality.
- Facilitate groups sessions as appropriate for service users and partners as need dictates.
- To work in partnership with Full Circle to support those individuals with complex and additional needs within the criminal justice system (either as a mentee, or peer mentors, including releases from custody).
- To implement effective communication protocols and referral pathways with relevant agencies.
- To attend and/or assist in the development and delivery of training packages by relevant stakeholders (i.e colleagues, partners, service users, etc).
- To contribute to the innovation and communication agenda within Futures in Mind.
- To complete administrative tasks including database maintenance, maintenance of accurate client files/records, relevant form filling in order to meet the organisation, programme and legal requirements.
- To participate in multi-disciplinary/agency case conferences and any other meetings as required, including local quadrant meetings.
- To collate relevant data and information for monitoring and evaluation processes.
- To perform as a full team member supporting colleagues across the recovery service and being open to reasonable requests from line management in order to ensure effective working relationships.
- To observe professional standards of good practice and care in all aspects of the programme and fulfil the duty of care in the course of practice.
- To maintain a working knowledge and work in accordance with current law and practice relevant to the circumstances of individuals.
- To contribute to and support the service to meet targets.
- To demonstrate pro-social attitudes and beliefs.

General

- Understand, uphold and work with the values, ethos, aims and objectives of Mind in West Essex and Futures in Mind.
- At all times adhere to relevant legislation, good practice and Mind in West Essex policy and procedures, including Health and Safety, Confidentiality and Equal Opportunities.
- Represent the organisation, raise its profile and promote its cause;
- To promote and uphold service users' rights.
- To maintain professional boundaries at all times.
- To work to safeguarding legislation and policies for children and vulnerable adults at all times.
- Prepare for and participate in supervision and appraisals .
- Keep abreast of developments in services, legislation and practice relevant to the client group.
- Seek to improve personal performance, contribution, knowledge and skills.
- Participate in training relevant to your role as discussed with your line manager.
- Attend and participate in case conferences and team meetings as required.
- Notify your manager of any occurrences which may affect the service or reputation of the organisation.
- Provide written records and reports as required by the organisation and your line manager.
- Work flexibly so as to maintain the most appropriate level of service provision, respond to organisational change and development – this may include evening and/or weekend work.
- Undertake such other duties as reasonably requested by your manager.

Person Specification:

Competencies are the desired values, attitudes and behaviours considered essential for the successful achievement of our corporate objectives. Post-holders should be able to demonstrate the following:

- **Results focus:** sets high work standards for self and demonstrates drive to meet targets.
- **Customer/user orientation:** desire and willingness to address the needs of internal and external customers and service users; seeking continually to improve quality & standards of excellence.
- **Communication:** able to convey information clearly, accurately and convincingly through speech and/or in writing.

- **Teamwork:** contributes actively to a working environment, in which colleagues work co-operatively with each other, accepting collective responsibility.
- **Planning and Organisation:** prioritise, organize & schedule activities & resources to ensure achievements of results.
- **Respect for all:** demonstrates awareness of cultural and community diversity and sensitivity to the needs and feelings of other people
- **Responsive to change:** Receptive to the need for change and adaptable to changing work demands and conditions.

Essential Criteria:

- Relevant experience of working in the field of substance use, mental health or other comparable field.
- Evidence of effective partnership working and the ability to network for the benefit of the service user and service delivery.
- Able to evidence excellent communication skills, both written and oral.
- Evidence of coordinating peer mentor projects or other similar projects.
- Evidence of recruitment, training and supervising staff/volunteers.
- The flexibility and ability to travel throughout the County.
- Evidence of managing a busy caseload, including maintaining client files and excellent organisational skills.
- Evidence of continuous professional development

requirements

- No criminal record that prevents work with our client group or which would harm our reputation.
- Proficient in the use of Microsoft Outlook and Microsoft Word and familiar with relevant database management systems
- Valid UK driving licence

Desirable Criteria:

- Experience of assessing individuals with complex needs
- Experience of creating person-centred care plans/timetables based on identified needs
- Knowledge of interventions available and making appropriate referrals dependant on individual need

This Job Description will be subject to review in light of changing circumstances and is not intended to be rigid or exhaustive but should be regarded as providing guidelines within which an individual operates