



## **JOB DESCRIPTION**

### **Peer Support Hub North Lincolnshire - Team Leader**

Full Time Position 37.5 hours £30 - £35k

Responsible to : Director of Operations

### **BACKGROUND TO SERVICE**

We are a Peer Support organisation with a focus on improving mental health through community relationships. We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention and mental/physical wellbeing for those at risk of developing mental health issues or who struggle with common mental health conditions. The Peer Support Team Lead will provide strategic and operational leadership for the Peer Support Hub in North Lincolnshire. The post holder will play a key role in establishing and embedding a new peer support service, ensuring that lived experience is at the heart of delivery.

This role combines leadership, supervision, service development and partnership working. The Team Lead will support, guide and develop Peer Support Workers to deliver high-quality, recovery-focused support across acute and community mental health services.

### **Key Responsibilities**

#### **1. Leadership & Service Development**

**Staff Management:** Recruit, train, and supervise peer support workers, ensuring a supportive and effective team environment. Conduct regular performance reviews and provide ongoing coaching and development opportunities.

**Service Development:** Identify and develop new opportunities for peer support services in North Lincolnshire, working collaboratively with stakeholders to enhance service delivery.

**Program Implementation:** Oversee the implementation of peer support initiatives, ensuring they align with best practices and meet the needs of the community.

**Impact Reporting:** Monitor and evaluate the effectiveness of peer support services, compiling reports on impact and outcomes to share with stakeholders and funding bodies.

Collaboration: Work closely with community and acute/community mental health services to create seamless support pathways for individuals experiencing mental health challenges.

Advocacy: Advocate for the role of peer support within the mental health system, promoting the benefits of lived experience in recovery and support.

Lead the establishment and implementation of the Peer Support Hub in North Lincolnshire.

Ensure the service reflects peer support values: hope, mutuality, empowerment and lived experience. Contribute to strategic planning and service growth.

## **2. Line Management & Supervision**

Provide line management and regular supervision to Peer Support Workers.

Offer reflective practice sessions to support safe and effective use of lived experience.

Support staff wellbeing, resilience and professional development.

Conduct appraisals, manage performance and support learning plans.

Ensure appropriate caseload allocation and workload balance.

## **3. Quality & Governance**

Ensure compliance with safeguarding, confidentiality, data protection and organisational policies.

Support safe professional boundaries and ethical peer practice.

Address risk appropriately and escalate concerns where necessary.

Contribute to audits, reports and evaluation of the service.

## **4. Partnership & Stakeholder Engagement**

Build strong working relationships with statutory, voluntary and community sector partners.

Promote awareness and understanding of peer support across local services.

Represent the Peer Support Hub at meetings and forums.

Advocate for the value of lived experience within service design and delivery.

## **5. Direct Support (Where Required)**

Provide peer support interventions in line with service needs.

Model excellent peer practice for the team.

### **Essential Criteria**

Lived experience relevant to peer support, with the ability to use this safely and professionally.

Experience of supervising, mentoring or managing staff or volunteers.

Experience in establishing or developing services or projects.

Strong understanding of peer support principles and recovery-focused practice.

Excellent communication and organisational skills.

Ability to work collaboratively across agencies.

Enhanced DBS clearance (to be completed as part of recruitment).

### **Desirable Criteria**

Experience working within health, social care or voluntary sector settings.

Training in supervision, coaching or leadership.

Experience of monitoring outcomes and producing reports.

Ability to travel across the town.

### **Personal Qualities**

Inspirational and supportive leader

Values-driven and person-centred

Reflective and emotionally intelligent

Committed to equality, inclusion and co-production

Resilient and solution-focused

### **What We Offer**

Opportunity to shape and lead a new, innovative service

Ongoing professional development

Supportive leadership structure

A chance to influence how lived experience is embedded across services