

JOB DESCRIPTION – Trainee Peer Mentor Worker
(Fixed term contract until 31 March 2023)

Reporting to Community & development innovations manager

Salary £9,193,60

Location Twickenham, South West London

Hours 16hrs per week, Mon-Fri

ABOUT US

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For almost 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

PURPOSE OF JOB

The successful applicant will be responsible for contributing to the high-quality delivery of SPEAR's Peer Mentoring and Client Service Involvement Group service.

The Peer Mentoring programme involves supporting clients to gain an accredited OCN (Open College Network) qualification, and supporting them into peer-to-peer volunteering. This post will also focus on client involvement across the organisation, working to develop a panel of client representatives that can feedback and help the organisation develop client-led services.

The programme works with people experiencing homelessness in the boroughs of Sutton, Merton, Wandsworth, Richmond and Kingston. It offers them the opportunity to gain employability skills, work experience, build social networks and have a say in how the charity is run.

DUTIES

- To assist with recruiting potential Peer Mentors, ensuring that the project would benefit them and they are capable of engaging with it
- To support Peer Mentors during their time studying and promote attendance to completion of their qualification

- Work alongside the Peer Mentor Worker to plan and deliver group activities and regular Client Service Involvement Group meetings (both on Zoom and face-to-face)
- To complete paperwork and assessments on Peer Mentors in line with our funding targets, with support from the Peer Mentor Worker
- To work with the wider Community Development and Innovations team to support Peer Mentors into work
- To assist in the review and development of the programme policies and planning and wider SPEAR initiatives, including the Client Newsletter
- Work with keyworkers to identify any issues that clients may face and ensure an integrated support approach across the organisation
- Develop positive working relationships with clients in order to facilitate the best possible outcomes for client involvement
- Contribute to regular team meetings
- Participate in staff management and support systems in line with SPEAR's policies and procedures
- Maintain a safe and appropriate physical environment for staff and clients, in line with SPEAR's Health and Safety Policy
- Maintain accurate records of work undertaken on client database Inform and use appropriate monitoring and evaluation tools. The successful candidate will receive on these programmes.
- Represent SPEAR appropriately at all times, and work professionally with external agencies.
- Undertake training and other duties under the direction and supervision of your line manager

Essential:

- Lived experience of issues experienced by SPEAR's client group. For example, experience of homelessness, rough sleeping, mental ill health and/or substance misuse
- Understanding of the causes of homelessness and the pathways out of homelessness
- The ability to work with people who may display challenging behaviour and/or be willing to be trained in this area
- The ability to engage and build trusting relationships with SPEAR's clients
- The ability to work within a team and on your own initiative.
- The ability to represent SPEAR appropriately in all situations, and to work professionally with external agencies.

- Good communication skills, both written and verbal.
- Basic IT skills, including competence with word processing and email and the ability to learn how to use new IT applications.
- The ability to relate positively to people from a wide range of backgrounds.
- Emotional resilience to deal with challenging behaviour, and willingness to attend training to improve this skill.
- A commitment to learning and continuous improvement.
- An understanding of confidentiality and professional boundaries.
- An understanding of equal opportunities and how it can be applied within SPEAR.
- An understanding of the need for timely and accurate record-keeping and the ability to keep accurate records of work.

VALUES

Working together

We work alongside service users, partners, staff and volunteers to provide services that meet the needs of the people we help. Together we overcome challenges.

Aspirational

We aim high, aspiring to achieve the very best outcomes for our clients. We see potential in everyone and encourage our staff and clients to achieve their own goals, dreams and ambitions. We aspire to the highest standards of professionalism.

Respectful

We respect everyone, regardless of their background or circumstances. We view everyone as an individual with their own personal journey. We always listen to and value people's views.

Determined

We work tirelessly to support people experiencing homelessness to recover from their personal issues. We break down the barriers people experiencing homelessness face.

Visionary

We try new and innovative ways to provide long-term solutions and reduce the isolation of homelessness. We are always willing to take a new approach, learning from what works (and what doesn't) and use this to guide our work.

At SPEAR, we welcome and encourage applications from everyone, regardless of age, disability, gender, ethnicity, religion and sexual orientation. We are facing diverse problems, so need diverse people to tackle them.