

JOB DESCRIPTION

JOB TITLE:	Tower Hamlets Recovery College Peer Tutor Lead
BAND:	Band 5
REPORTING TO:	Tower Hamlets Recovery College Manager
ACCOUNTABLE TO:	Tower Hamlets Borough Director
LOCATION:	Tower Hamlets Recovery College, 86 Old Montague St E15NN
CRB DISCLOSURE:	Enhanced

Job Summary:

The Recovery College Peer Tutor Lead will work closely with the Recovery College Manager to support the development and delivery of high quality courses and will ensure that paid and volunteer Peer Tutors are supported and developed in their roles.

The Peer Tutor Lead must have lived experience of mental health difficulties so that they can draw upon their personal experience of using services and recovery to deliver our Peer Tutor development program and demonstrate that recovery is possible. The Peer Tutor Lead will contribute to embedding recovery values within the Recovery College, using their lived experience of working within coproduction and recovery models.

The Peer Tutor Lead will be responsible for the day to day management of Peer Tutor Volunteers and the delivery of the Individual Learning Plans. The Peer Tutor Lead will assist the Recovery College Manager to deliver the Peer Tutor Pathway and organize and deliver the Advanced Tutor Training Program and ensure that Peer Tutor volunteers/sessional staff are supported to develop their Continuing Professional Development (CPD) plan by sourcing and organizing appropriate external training.

The Peer Tutor Lead will be responsible for arranging and co-facilitating group supervision sessions for Tutors and ensure that Tutors have the option of developing their own Wellness at Work Plans. The Peer Tutor Lead will need to draw from their own teaching experience to work in collaboration with the College Manager to deliver Advanced Tutor Training sessions so that our Tutors can further develop their teaching, training and IT skills.

The Peer Tutor Lead will play an important role in ensuring that course development is education based, supports progression and is strengths based and person centered. The Peer Tutor Lead will ensure that courses are developed coproduced are inclusive and that educational principles are applied in line with the Recovery College ethos. The Peer Tutor Lead will be responsible for organizing and overseeing course planning sessions for the College.

The Peer Tutor Lead will oversee and assist in the co-production of the design and delivery of a range of recovery focused courses and operationalize the coproduction outcomes, informing working practice and strategic vision for the College in line with the model. The Peer Tutor lead will ensure that all our tutors, whether experts by profession or experts by experience, adhere to the standards described in the Tower Hamlets Recovery College Co-production Guide. The Peer Tutor Lead will be responsible for organizing and delivering focus groups to inform College development.

The Peer Tutor Lead will oversee the implementation of the Individual Learning Plans. This

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involves supervising Peer Tutors delivering ILPs, project management of the process and ensuring that the database captures the performance monitoring data. The ILPs provide an opportunity for students to reflect on their goals and aspirations and how these can be supported through their learning at the college. These are regularly reviewed. The Peer Tutor Lead will work with the rest of the team to ensure that the process is embedded as an important and key part of the Recovery College enrollment process.

The Peer Tutor Lead is involved in the continual review and analysis of data collected in order to improve standards of teaching and that the College meets the needs of the community it services.

It is important to be positive, friendly, self-aware and approachable so that you can help and support students with various educational tasks, provide pastoral support and contributing to the positive working environment and team cohesion.

The Peer Tutor Lead may be required to deliver courses in the role of Peer Tutor when Peer Tutors are absent or unable to teach as long as this is reflective of their lived experience.

1. Communication and Relationship Skills

Using a range of communication skills to ensure that students are engaged in a meaningful way

Listening to students who may be staff, service users and members of the general public and meeting their needs where possible

Communicating with students and the team with optimism and enthusiasm whilst being sensitive to student's diverse needs

Dealing with queries both in person, email and on the telephone in a timely and professional manner

Dealing with sensitive and contentious issues in a friendly and professional manner

Ability to support peer workers, students and carers to reflect on their mental and emotional wellbeing and needs in a boundaried and contained manner, empowering them to take ownership of their wellbeing

Reporting any untoward incidents and safeguarding concerns to the Recovery College Manager immediately

2. Knowledge, Training and Experience

Experience of delivering teaching and training to people with physical or mental health problems and/or to staff and managing classrooms and difficult situations in a professional manner

Experience of training others in developing interpersonal, classroom management and teaching skills and coproduction

Ability to provide supervision both individually and in groups

Experience of using a variety of digital platforms and high level of IT skills including Microsoft Word, PowerPoint, Excel and Access

Undertaking the appropriate level of training and development in quality improvement method and tools

Teaching from and sharing elements of mental health lived experience with students and tutors as appropriate, ensuring boundaries are maintained and boundary setting is modelled

Fulfilling all identified mandatory and statutory training needs to achieve Trust and Tower Hamlets Recovery College objectives

Monitoring and reviewing own practice against current research, standards and benchmarks, reflecting on this and, where necessary, modifying and improving practice to ensure that the highest possible standards are maintained

Awareness of and adherence to the standards and professional behaviour expected by the Trust

3. Analytical and Judgement Skills

Ability to draw relevant information from various sources, synthesise this information and communicate it in a meaningful manner

Ability to analyse performance and quality data and, working in conjunction with the Recovery College Manager to provide regular quality reports as required

To work with the Tower Hamlets Recovery College performance objectives at all times

Ability to recognise and troubleshoot problems that may arise in day to day processes and operations and work with the Manager to address these

4. Planning and Organisational Skills

Coordinating College Tutors in order to deliver the Advanced Tutor Training program. This involves sourcing trainers externally and internally to deliver training in response to tutor needs, both as a cohort and individually identified through supervision

Working with administrative staff and Peer Tutors to coordinate Individual Learning Plans

Organising course planning sessions for themselves and other tutors and focus groups for coproduction

5. Physical Skills

Manual dexterity, speed and hand/eye coordination for work at a computer

6. Responsibility for Student/Client/Patient Care

Assisting with information, advice and guidance for students

Responsibility for developing and reviewing student Individual Learning Plans

Providing opportunities for students to direct their own recovery process or develop their skills to support recovery

Listening to the views of students and involving them in coproduction and quality improvement work

Delivering courses in the role of Peer Tutor as required

Promoting anti-discriminatory practice

Recognising risk in the workplace and ensuring it is addressed

7. Responsibility for Service Development

Participating in the development of educational policies and procedures for the Recovery College and involvement in the strategic planning of the College alongside the Manager and Steering Group

Participating and chairing meetings and activities related to service development, as required

Actively seeking opportunities to improve quality of service delivery by suggesting ideas, testing changes and contributing to ongoing quality improvement work within the team and promote the Recovery College in the community

Contributing to a culture that actively promotes recovery and student involvement

Promoting a team culture where reflection, continuous improvement and learning are the norm

8. Responsibility for Financial & Physical Resources

Ensuring that all volunteer expenses are accounted for and paid

9. Responsibility for Human Resources

Supporting Peer tutors by providing informal supervision and group supervision for all tutors

Supporting Recovery College Volunteer staff to work to their role descriptions and providing informal supervision, Continuing Professional Development and support as required

10. Responsibility for Information Resources

Supporting the College Manager to manage information resources about the Recovery College on online catalogues and resources, and on social media

11. Responsibility for Research & Development

Working with researchers to provide information for the evaluation of services, if required

12. Freedom to Act

Managing your own workload ensuring in line with relevant Trust and Tower Hamlets Recovery College policies and procedures

13. Physical Effort

There is a frequent requirement for:

- Sitting or standing in a restricted position for a substantial proportion of working time
- Using a VDU (Video Display Unit)
- Using public transport or walking to course venues located in a range of places across the London Borough of Tower Hamlets
- Carrying course resources to venues across the borough

14. Mental Effort

Frequent mental attentiveness and active listening is required when dealing with student issues

Frequent concentration required to oversee co-production of courses

Ability to focus and prioritise a number of different tasks at any one time in a fast paced working environment. This requires high level processing and solution-focussed problem solving skills

15. Emotional Effort

There is a frequent expectation to share lived experience with students and a need to take a flexible approach, so that signs of stress are recognised in self, students and others, such that appropriate action can be taken. This requires an emotional robustness and awareness of self and ability to reflect, adjust and take action accordingly

Acknowledging your own strengths and limitations and discussing learning needs during supervision, promoting a working culture of openness, reflection and continuous learning

16. Working Conditions

Supporting the identification of community venues that are safe, conducive to learning and support recovery

Taking an active role in contributing to a positive work environment

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety

Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

Equal Opportunities

ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.

For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.

Dealing With Harassment/ Bullying In The Workplace

The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.

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The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.

Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.

No Smoking

To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smoke-free Trust – this means that staff must be smoke-free when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'

Alcohol

To recognise that even small amounts of alcohol can impair work performance and affect one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.

Confidentiality

As an employee of the Trust the post-holder may have access to confidential information. The post holder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.

To safeguard at all times, the confidentiality of information relating to patients/clients and staff.

Data Protection Act

To maintain the confidentiality of all electronically stored personal data in line with the provision of the Data Protection Act.

Data Protection – Your Data

As part of your employment with East London Foundation Trust, we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources Department.

To carry out as per Data Protection Act responsibilities with regard to the access and Health Records Act 1990.

Safeguarding

All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.

Service User and Carer

ELFT is committed to developing effective user and carer involvement

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Involvement	at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Clinical Governance	As an employee of the trust you are expected to support the Trust's clinical governance framework for monitoring and improving standards of care. You must do this by:- <ul style="list-style-type: none"> • taking part in activities for improving quality • identifying and managing risks • maintaining your continuous professional development
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training program as identified within your knowledge and skills appraisal/ personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hands rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

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Person Specification

Post: Tower Hamlets Recovery College Peer Tutor Lead

Grade: Band 5

Base: Tower Hamlets Recovery College

Factors	Essential	Desirable	Method of Assessment
Education and Qualifications	Degree or equivalent experience Train the Trainer or equivalent	Qualification in education or health	Application form
Related Experience	Lived mental health experience and experience of using this to support the education of others Experience of teaching and training adult learners Experience of working with adults with mental health problems Experience of managing difficult situations effectively and efficiently	Experience of implementing the principles and practice of recovery orientated practice Experience of working in a multi-racial inner city area	Application form and Interview
Knowledge /Skills	Sound knowledge of the principles of coproduction and recovery Ability to work effectively as part of team in a multi-disciplinary/multi agency setting. Ability to recognise and encourage people's strengths and assets Knowledge of adult learning needs Ability to work in a fast-paced environment. Taking an overview of what needs to be done and planning and prioritising a large variety of tasks at one time Ability to relate effectively to students and trainers to enable self-determination and empowerment whilst maintaining and modelling boundaries and self-care Excellent verbal and written communication skills High level time management skills and working autonomously Understanding and adhering to confidentiality and codes of conduct High level IT literacy skills; Microsoft Office: Word, PowerPoint, Excel and Access. Fluent in email & online information gathering and interfacing Ability to reflect on and critically appraise own performance Demonstrate a sound knowledge of equality and diversity To engage with people with serious enduring mental health difficulties and their carers		Application form Interview

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