

Job Description

Job Title:	Peer Mentor
Service Area:	Strategy Directorate
Team:	Local London
Post number:	
Grade:	LBR 10: SCP 30 – 32 £43,680 - £45,750
Contract Type/ Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	Fixed term until 31 st March 2027 with a possible extension for a further 2 years. 36 hours
Base location:	Hybrid Role, Lynton House, 255-259 High Road, Ilford, Essex IG1 1NN
Reports to: <i>Job title</i>	Team Leader – Peer Mentoring Programme
Responsible for: <i>Job titles of direct reports</i>	No direct reports
Role purpose:	This exciting new opportunity will support the delivery of the DWP funded Peer Mentoring Programme across the Local London sub-region, supporting residents experiencing drug and/or alcohol dependency to overcome barriers and progress towards employment, training and other positive outcomes. The Peer Mentor will use their lived experience of recovery to build trusted, non-judgemental relationships with participants and deliver one to one, trauma informed support. The role focuses on improving engagement with treatment, employment services and wider support, while building confidence, motivation and readiness for work. The postholder will play a key role in embedding peer mentoring within local systems, contributing to an integrated, multi-agency approach and supporting overall programme performance and delivery outcomes
Key external contacts: <i>Organisations</i>	• Jobcentre Plus (DWP Work Coaches) • Drug and alcohol treatment providers • Local authority services (housing, adult social care, employment brokerage)

	• Voluntary and Community Sector (VCS) organisations • Health services and Integrated Care partners • Employment and skills providers • Greater London Authority/ DWP
Key internal contacts: <i>Job titles or groups of staff</i>	• Team Leader • Programme Manager • Integration Officers • Compliance Officers • Finance Officer • Communications Officer • Local London programme teams • Contract Managers
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	• Contribute to accurate recording of participant activity and outcomes • Support monitoring of programme performance through data input and reporting • Ensure appropriate use of participant-related costs in line with programme guidance and delivery plan • Support compliance with programme audit and reporting requirements
Key areas for decision making:	• Managing and prioritising an allocated caseload of participants • Determining appropriate support interventions and referral pathways • Identifying when to escalate safeguarding or risk concerns • Contributing to participant progression and achievement of programme outcomes • Identifying and escalating barriers to delivery and engagement • Supporting participants to access appropriate support • Supporting participants into employment
Other considerations: <i>E.g. working patterns</i>	• Travel across Local London boroughs required • Regular co-location in Jobcentres and partner settings • Flexible working may be required • Role involves working with individuals facing complex needs • To undertake any duties appropriate to the level of the post
Key accountabilities and result areas:	Key elements:
Operational Support	• Manage an allocated caseload of participants, ensuring structured engagement and progression • Deliver one-to-one peer mentoring support using lived experience appropriately and professionally

	• Complete initial assessments and co-produce SMART action plans with participants • Support structured engagement (typically 6–12 weeks), with regular review of progress • Contribute to programme performance by supporting participants to achieve positive outcomes Participant Progression Support participants to access: • Drug and alcohol treatment services • Health, housing and community support • Employment, training and skills provision • Build participants' confidence, resilience and readiness for work • Accompany participants to appointments where appropriate • Support sustained engagement and progression Partnership Working & System Integration • Develop and maintain effective working relationships with key partners • Work collaboratively with Jobcentre Plus and local services • Work with Job Centre and borough team to promote the programme and recruit participants to start the programme • Contribute to the integration of services across employment, health and recovery systems • Advocate for participants and support coordinated referral pathways • Contribute to a joined-up, whole-system approach to delivery
Data management, audit, evaluation and programme closure	• Accurately record all participant activity and outcomes on CRM systems • Contribute to management information (MI) collection and reporting • Ensure all activity is delivered in line with programme, audit and data requirements • Support monitoring, evaluation and audit processes • Work closely with compliance officer and team leader to ensure programme compliance,
Communication	• Communicate effectively with participants, colleagues and partner organisations • Provide clear and timely updates to managers and stakeholders • Escalate risks, concerns and barriers appropriately • Maintain positive working relationships • Comply with customer service standards
General accountabilities and responsibilities	

Green Statement	This will involve: • Seeking opportunities for contributing to sustainable development of the borough, in accordance with Redbridge Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: • Complying with the General Data Protection Regulation (GDPR) as it applies in the UK, tailored by the Data Protection Act 2018.– treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles and in accordance with Redbridge Council information governance policies, and any programme funder-specific information governance and security requirements. • Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. • Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory and external funder requirements. Safeguarding: • Maintain professional boundaries at all times • Identify and appropriately escalate safeguarding concerns • Maintain confidentiality in line with GDPR requirements • Deliver support in line with organisational policies and trauma-informed practice
Conduct and Whistle blowing	This will involve: • Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistle blowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: • Commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.

Equalities	This will involve: • Complying with Redbridge Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: • Complying with Redbridge corporate customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: • Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: • Taking responsibility for continuing self-development and participating in training and development activities. • Participating in the ongoing development, implementation and monitoring of the service plans. • Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: • The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and competence.

Person Specification

Role Title:	Peer Mentor		
Method of candidate assessment: Application Form (A), Interview/ Test (I) Weighting: 3 = most important, 1 = least important		Method	Weight
Minimum education/ educational ability	Lived experience of recovery from drug and/or alcohol dependency (essential), with the ability to apply this appropriately and professionally to support others	A	3
	Understanding of substance dependency and barriers to employment (essential)	A – I	3
	Ability to work in a trauma-informed, person-centred way (essential)	A	3
	- Experience of supporting individuals facing multiple and complex barriers, such as substance misuse, unemployment, poor mental or physical health, or housing instability (desirable but strongly preferred) - Understanding of substance dependency, recovery journeys and relapse, including the challenges individuals face when engaging with services		

Minimum experience/ knowledge/ skills:	Knowledge or awareness of local support systems, including: Drug and alcohol treatment services Employment and skills provision Health, housing and community services	A – I	3
		I	3
	Experience or ability to deliver one-to-one support, coaching, mentoring or similar interventions	A	3
	Ability to work in a trauma-informed, person-centred way, adapting support to individual needs	I	3
	Ability to build trust with individuals who may be reluctant to engage or disclose their needs, using empathy and non-judgemental approaches	A – I	3
	Experience of working with or alongside multiple agencies or partners, or ability to do so effectively	A	3
	Ability to manage a caseload, prioritise competing demands and maintain consistent participant engagement	I	3
	Experience of or ability to develop and monitor action plans, supporting individuals to achieve agreed goals	I	3
	Understanding of safeguarding responsibilities, risk management and maintaining professional boundaries	A-I	3
	Ability to accurately record information and maintain clear, auditable records	A	3
Minimum competencies: Customer service	Basic IT skills and confidence using systems to record and track participant activity	A	3
	Ability to identify barriers to engagement and adapt approaches to improve outcomes	A – I	3
	Clear understanding of customer care principles	A – I	3
	Ability to provide excellent customer care services with an understanding of diversity principles	A – I	3
	Ability to establish and maintain effective relationships with people from diverse backgrounds.	A – I	3

Communicating and Influencing Others	• Excellent interpersonal, communication and presentation skills relevant to a wide range of stakeholders. • Exceptional negotiation and stakeholder management skills – with the ability to influence, persuade and work effectively with key partners – are essential	I	3
Working together	• Ability to seek out ways to collaborate with or support other internal and external stakeholders.	I	3
Driving Improvement	• Produce plans and timetables for own work. Check progress against plans regularly. Revise plans in the light of changing priorities or resources. • Focuses on own results and service delivery to achieve high standards of performance. • Makes time to keep up to date with other Local London initiatives, initiatives in partner local authorities and within LBR • Looks for ways to collaborate with or support others	A - I	3
		A - I	3
		I	3
		I	3
Analysis & Judgement	• Ability to make accurate, considered judgements and decisions.	A - I	3
Information	• Ability to construct correspondence, minutes and reports, and to convey key messages and/or actions clearly. • Good practical application of IT systems and software packages, including spreadsheets, databases and presentation programmes. • Demonstrable experience of using systematic and methodical information systems, both electronic and manual, with the ability to collate, manipulate, analyse and present data.	A - I	3
		A - I	3
		A - I	3
Special Conditions			
Working Pattern and travel	• Requires occasional working out of core working hours to provide support to meetings and events • The role will involve travelling across the Local London region and visits employment and skills providers and other key stakeholders, and to attend training and events.	A A	3