

Job Title: Manager, Intentional Peer Support Service

Hours: 16 Hours per week

Salary: £37,419 pro rata (£17, 023 pa actual)

Responsible to: CEO

Based at: 63 Downs Road, Sutton SM2 5NR and working remotely by arrangement

About Sutton Mental Health Foundation (SMHF)

At Sutton Mental Health Foundation, Intentional Peer Support (IPS) is at the heart of our approach and underpins much of our work across the organisation. Rooted in mutual learning, connection and shared lived experience, peer support complements our wider mental health services by offering strengths-based, relationship-focused support delivered by people who have faced similar challenges.

Through one-to-one support, groups, training and community-based interventions, peer support helps people build confidence, reduce isolation, strengthen self-determination and develop meaningful connections. Working alongside our wellbeing, crisis support and community services, it provides an accessible, recovery-focused pathway that promotes hope, empowerment and social inclusion for Sutton residents.

We particularly welcome applications from people with lived experience of mental health challenges who can demonstrate how they draw on this experience appropriately and professionally to support others. However, lived experience is not an occupational requirement for this post, and applications are welcomed from all suitably qualified candidates.

The Role

You will lead the operational delivery and development of SMHF's peer support services, oversee recruitment, training and quality assurance, act as Safeguarding Lead, and contribute to strategic growth and partnerships.

Key Responsibilities

Service Leadership and Operational Management

- Lead and develop SMHF's Intentional Peer Support Service.
- Oversee day-to-day operations, staffing, budgets, quality and performance.
- Line manage the Transformation Project Manager, IPS Trainers and Peer Support Workers.
- Ensure compliance with KPIs, GDPR, safeguarding and service standards.
- Work with data analysis staff to ensure high quality record keeping and reporting
- Monitor outcomes, manage risk and respond to feedback, complaints and incidents.

Service Delivery

- Oversee referrals, assessments and allocation processes.
- Support staff to help people achieve meaningful goals.
- Maintain positive relationships with service users and partners.

Recruitment, Training and Workforce Development

- Lead recruitment, induction and development of staff and volunteers.
- Oversee IPS training, accreditation and shadowing opportunities.
- Provide supervision, appraisal, coaching and reflective practice sessions to support staff delivering a safe quality service.
- Maintain DBS, training and workforce records.

Safeguarding and Organisational Leadership

- Act as SMHF Safeguarding Lead.
- Provide safeguarding advice and oversight.
- Represent SMHF at relevant contract and partnership meetings and boards.

Sutton Mental Health Foundation is committed to safeguarding and promoting the welfare of adults at risk and expects all staff, volunteers and trustees to share this commitment. As the organisation's designated Safeguarding Lead, the postholder will be responsible for promoting a strong safeguarding culture, providing safeguarding advice and guidance, ensuring concerns are managed appropriately, and maintaining compliance with safeguarding policies, procedures and statutory requirements.

Strategic Development and Partnerships

- Identify new funding, contract and partnership opportunities.
- Support research, evaluation, fundraising and service development.

General Responsibilities

- Champion SMHF values, equality, inclusion and co-production.
- Maintain professional development and comply with health and safety requirements.

DBS Requirement

This role is subject to an Enhanced Disclosure and Barring Service (DBS) check due to regular contact with vulnerable adults. Appointment will be conditional upon the successful completion of all pre-employment checks, including satisfactory references, proof of right to work in the UK and an Enhanced DBS disclosure. The successful candidate will also be expected to maintain DBS clearance and undertake safeguarding training appropriate to the role.

Equality, Diversity and Inclusion

Sutton Mental Health Foundation is committed to creating a diverse and inclusive workplace where everyone is treated with dignity, fairness and respect. We welcome applications from people of all backgrounds, particularly those who are underrepresented within the mental

health and voluntary sector workforce. We are committed to promoting equality of opportunity and eliminating discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, socio-economic background or any other protected characteristic.

We are committed to making reasonable adjustments throughout the recruitment process and during employment to enable disabled applicants and employees to thrive. We encourage applicants to let us know if there is any support we can provide to ensure an accessible and inclusive recruitment experience.

Person Specification

Experience

Applicants must have a minimum of 5 years' experience in the following areas:

- Working within mental health, wellbeing, peer support, community or voluntary sector services.
- Managing, supervising or coordinating staff, volunteers or peer workers.
- Delivering person-centred, strengths-based support.
- Safeguarding adults and responding appropriately to safeguarding concerns.
- Leading recruitment, induction, training or workforce development activities.
- Working collaboratively with statutory, voluntary and community sector organisations.
- Monitoring performance, outcomes and quality standards to drive service improvement.

The following experience would be advantageous:

- Managing peer support services.
- Delivering or facilitating Intentional Peer Support (IPS) training or practice.
- Managing commissioned services or contracts.
- Monitoring budgets and financial performance.
- Contributing to funding applications, fundraising activities or service development initiatives.

Knowledge and Understanding

Essential

- Understanding of mental health, recovery and the value of lived experience.
- Understanding of the principles and practice of Intentional Peer Support.
- Knowledge of safeguarding legislation and best practice.
- Understanding of equality, diversity, inclusion and co-production.

- Knowledge of GDPR, confidentiality and information governance.
- Understanding of risk assessment and safe working practices.

Desirable

- Knowledge of local mental health services and support pathways.
- Understanding of commissioning and funding within the voluntary and community sector.

Skills and Abilities

Essential

- Strong leadership and people management skills.
- Ability to motivate, develop and support staff and volunteers.
- Excellent communication and interpersonal skills.
- Ability to build effective relationships with service users, partners and stakeholders.
- Ability to manage competing priorities and work independently.
- Ability to analyse information, monitor performance and produce reports.
- Ability to manage challenging situations, complaints and sensitive conversations appropriately.
- Competent IT skills, including Microsoft Office and data recording systems.

Desirable

- Training delivery and facilitation skills.
- Experience of service evaluation and impact measurement.
- Experience of developing policies, procedures or operational guidance.

Personal Qualities and Values

Essential

- Commitment to the values and principles of Intentional Peer Support.
- Commitment to SMHF's values of inclusion, recovery, equality and co-production.
- Empathetic, approachable and non-judgemental.
- Resilient and able to maintain professional boundaries.
- Reflective, adaptable and solution-focused.
- Passionate about the role of peer support in improving mental health and wellbeing.

Desirable

- Understanding of, or personal connection to, the value of lived experience approaches in mental health services.

Qualifications and Training

Essential

- Relevant qualification in mental health, social care, community development, leadership or a related field, or equivalent relevant experience.
- Commitment to ongoing professional development.

Desirable

- Intentional Peer Support (IPS) Core Training.
- Safeguarding Lead or Designated Safeguarding training.
- Management, coaching or supervision qualification.

Other Requirements

Essential

- Willingness to work flexibly, including occasional evenings or weekends where required.
- Enhanced DBS check.
- Ability to travel locally within Sutton as required.