**JOB DESCRIPTION**

**Title**: **Senior Peer Support Worker**

**Reporting to**: Peer Support In-Reach Service Manager

**Responsible for:** Peer Support Worker

**Salary Range:** £24,695 or £13,891 (£28,940 FTE)

**Hours:** *18 hours per week*

Tuesday – Thursday – 10.00am – 2.30pm, including half an hour unpaid break

Monday and Friday – 10.00am – 1.30pm, including half an hour unpaid break

These hours to be agreed with post holder set against the backdrop of the needs of the service and in consultation with Ward Managers.

**Contract**: Permanent

**Location:** At Burntwood Villas Ward based at Springfield Hospital (Tooting SW17) Occasional Local Mind Head Office (to attend meetings)

**Purpose of the role:**

The role will be a part of a team of 12 Senior Peer Support Workers and Peer Support Workers with direct, lived experience of mental health issues, working as part of a well-supported team on an in-patient ward in Croydon, Greenwich, Lambeth, Lewisham or Wandsworth to provide recovery-focused peer support to people as they leave hospital and journey towards being settled in the community and living independently.

Staff will use their lived experience to help people to build skills to manage their home and finances, connect with family and friends, pursue social or vocational interests, to get more involved in their local community and to stay healthy and mentally well. The support will be person-centred and may include mentoring, coaching, facilitating access to community activities, practical support with managing bills, shopping, work or study and emotional support. The role will meet people before they leave the ward, work with them to develop their own support plan and visit them at home as they transition back into the community.

**Main responsibilities and key tasks:**

* Work closely with the Peer Support In-Reach Service Manager and Peer Support Worker to provide recovery-orientated individual support to a caseload of clients, in accordance with their support plan
* Work initially with patients on the wards and then as they transition back into the community
* Respond to any developing support needs in a timely manner. Support will be provided flexibly in response to the needs of individuals, and is expected to include both practical and emotional support
* Support clients to represent their views and interests to other professionals and signpost to advocacy services where appropriate.
* Report any concerns or safeguarding issues regarding clients’ wellbeing to the Peer Support In-Reach Service Manager
* Provide line management to the Peer Support Worker, including regular supervision and support, annual appraisals and development opportunities
* Manage the service to ensure that contract targets are achieved and that clear action plans are developed and implemented to address areas of under-performance
* Promote understanding of the principles and practice of Peer Support and service user run services amongst staff and service users within the service
* Ensure excellent communication and liaison with colleagues within Oxleas, Southwest London St. George’s and SLaM NHS Foundation Trust
* Continuous monitoring of the effectiveness of Peer Support in managing the mental wellbeing of clients, including through the regular use of outcome measurement tools. Always seeking best practice within the wider field and implementing changes as necessary
* Keep accurate records using the relevant software, database and contribute to the evaluation of the effectiveness of the service as required, to include ensuring that outcome measures, clients notes are completed and recorded in a timely and accurate way
* In the event of the Peer Support workers absence cover associated work duties
* To deputise for the Peer Support In Reach Manager in their absence forward specific issues

# **General**

* Work in accordance with local Minds Values, Aims and Objectives
* Provide a positive representation for the organisation both internally and externally, including promoting our work, and attending neighbourhood meetings and partnership events when required
* Maintain quality standards in accordance with local Minds policies and procedures
* Promote positive understanding, awareness and attitudes towards mental health and dementia as part of day-to-day duties
* Be responsible for respecting and maintaining personal and professional boundaries concerning relationships with service users, volunteers and other staff
* Work at all times to promote equality, diversity and inclusion
* Be efficient, responsible and maintain a high level of personal organisation; keeping accurate and appropriate records and providing information for monitoring and evaluation as required
* Participate in and actively contribute to individual supervision, training and team meetings; attend all staff meetings and organisational events as required
* Recognise and accept the need to learn from experience, to actively take part in reflective practice, to change where necessary, develop new skills and keep up to date with current practice and undertake training as directed by your line manager
* Work flexibly, including from outreach venues, lone working and meeting clients within community settings as well as in their own homes, being prepared to perform other duties commensurate with the role which may include new areas of operation following consultation
* Work alongside and ensure active service user and carer participation in all aspects of work including design, implementation and monitoring of activities
* In addition to the tasks and duties outlined in this job description, you may be required to undertake such duties as may be identified and which are generally compatible with the functions of the post.

**Job Description Agreement**

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  |  |  |
| Name: |  | Date: |  |

**Person Specification**

The part-time role is a skilled, knowledgeable and empathetic person, who enjoys working with clients and thrives in a team. The following person specification is a guide to the Essential and Desirable attributes that Mind in Croydon wishes to find in the successful candidate for the post

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| A good level of general education to GCSE/NVQ level 2 or equivalent, including English and Maths | **E** |  |
| **Experience** |  |  |
| Working, communicating and interacting with a wide variety of people and/or working within community-based services | **E** |  |
| Supporting, developing and managing staff and volunteers | **E** |  |
| Demonstrable lived or learned experience and understanding of mental health and related issues and difficulties or challenges | **E** |  |
| Working collaboratively in a team | **E** |  |
| Responding to and dealing effectively with complaints and managing safeguarding issues in situ as they arise |  | **D** |
| **Knowledge, Skills and Capabilities** |  |  |
| Good written and verbal communication skills and ability to present information clearly | **E** |  |
| Ability to communicate effectively across cultural boundaries | **E** |  |
| Empathy, patience and sensitivity to be able to support people | **E** |  |
| Ability to liaise effectively with other services and professionals | **E** |  |
| Knowledge of the health and social care services | **E** |  |
| Ability to research the support available in the community | **E** |  |
| Commitment to person centred approach | **E** |  |
| Good organisational/administrative and IT skills | **E** |  |
| An awareness of issues relating to lone working and effective management of personal and professional boundaries |  | **D** |
| Ability to work independently and take initiative | **E** |  |
| Ability to prioritise and work flexibly to changing requirements | **E** |  |
| Ability to maintain client confidentiality | **E** |  |
| Understanding of, and commitment to, equity, diversity and inclusion | **E** |  |
| **Personal Attributes and Approach** |  |  |
| Values people and sees their potential, worth and strengths | **E** |  |
| Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person’s experiences, beliefs | **E** |  |
| Works inclusively respecting the diversity of each person’s experience, and their particular background or cultural context | **E** |  |
| Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and training as required | **E** |  |
| Shares responsibility for their own personal development | **E** |  |
| **Special Conditions** |  |  |
| To have lived experience with mental health and/or other disabilities | **E** |  |
| The successful candidate will be expected to undergo an Enhanced DBS check | **E** |  |
| Ability to travel around the borough to a variety of venues | **E** |  |