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**Job Description**

**Peer Support Worker**

**Job Title:** Peer Support Worker (x4 vacancies) – Redbridge Mental Health Peer Project

**Grade:** NJC SCP 7-14, currently £22,029 - £25,017 per annum, inclusive of Outer London Weighting

**Hours:** Full-Time, 37.5hrs. (may include some evenings and weekends, hours negotiable)

**Accountable to:** CEO

**Supervised By:** Operations Director

**Location:** Redbridge

**Contract Term:** 24 months with potential extension to 3 years pending further funding

**Closing Date:**  12noon, Monday 18th October 2021

**About Mind in Tower Hamlets and Newham**

We are a local, registered charity affiliated to national Mind. The organisation supports those with mental health issues in Tower Hamlets, Newham and Redbridge towards recovery and leading a better life.

We work with communities from diverse backgrounds and continually invest in building an inclusive organisational culture with diverse leaders through active Listening, Learning and Leading. Over the last 18 months we have explored racism and the impact that this has had on the lives of our clients and staff. This has resulted in the development of our strategic objective towards becoming an anti-racist organisation (ARO).

**Background**

NHS England have drawn up a new framework for community mental health care. They are committed to increasing funding for adult and older adult services but, in return, they want a new model where…

“People with mental health problems will be enabled to manage their condition or move towards individualised recovery on their own terms, surrounded by their families, carers, and social networks, and supported in their local community”.

To this end, the Trust will engage in a gradual programme of development, introducing new Neighbourhood Teams over the next 3 years that will be based around Primary Care Networks, to improve continuity of care so that clinicians can develop longer lasting and deeper relationships with service users, their families, friends, and networks. The change we aim to bring about is thus both structural and cultural and all staff joining the new teams will receive training in additional systemic skills.

Central to our new teams will be Peer Workers who will be core members of each team. We are recruiting 5 Peer Workers across each team through a collaboration between NELFT and MITHN.

**Purpose of Role**

The post holder will provide recovery support and guidance to individuals experiencing common and severe mental health problems, using their own life experience of mental distress or as a carer and recovery as a template. A key for this role is an emphasis is to enable service users to have increase control and develop resilience in their recovery and to support them in a holistic way to better health and wellbeing.

**Key Responsibilities:**

1. To develop and build rapport with service users, within a relationally focused recovery model that will be at the heart of our new approach.
2. To provide regular and practical support to service users and their carers in developing and managing independence and maintaining dignity and self-respect
3. To be a fully functioning member of the Neighbourhood Team (NT), carrying a caseload alongside other multi-disciplinary team members.
4. To provide individualised and person-centered mental health care to a clearly defined group of patients as assessed and identified by Clinical Lead within the Mental Health Team.
5. To develop strategies to engage with service users and to and support deliver care in partnership with service users, their carers, and key staff from multi-disciplinary teams
6. Ensuring assessment, support/care-plans and intervention is shared and agreed with relevant individuals and agencies
7. To attend training in trauma informed care alongside team members and use systemic and relational ways of working with clients within a peer support role.
8. To work with local service user/peer networks and cultivate local communities around them
9. To identify services, support, and opportunities for service users to gain access to resources to include benefits, welfare rights, settled housing, inclusion opportunities and health promotion.
10. To ensure that the service user understands who to contact within the different agencies involved in the support plan including employment
11. To work collaboratively with local providers and the MITHN’s Peer Leadership Team to support the development of groups within the Network Neighbourhood teams and the local community.
12. To deliver support and care which is culturally informed and aware.
13. To provide support with daily living to empower people to live independent lives.
14. To support service users to recognise good physical health as well as mental health and encourage them to engage in appropriate interventions such as wellbeing clinics, physical activity and healthy eating.

**Main duties of the post**

1. To work within both NELFT and the relevant 3rd sector partner’s values ethos and vision
2. To work in accordance with all policies and procedures of both NELFT and the employing 3rd sector partner, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding
3. To work with a varied caseload of clients in one to one and group settings
4. To use personal life experience of mental health issues in an intentional and professional way to provide insight and motivational support in achieving recovery goals
5. To develop effective relationships with a range of external organisations and agencies
6. To promote the service and the peer support approach to communities and agencies as appropriate
7. To keep accurate and up to date records of client’s records
8. To ensure quality standards are adhered to and met and that audits are passed
9. To ensure all statutory responsibilities are followed and reported as required

**Duties required of all Employees:**

# Undertake the induction programme as devised and assist in induction of new staff, if requested to do so

# Attend and participate in staff meetings, team meetings, appraisals, training, and other meetings as required.

# Contribute to the co-ordination, training and support of volunteers as agreed with the CEO and operational manager

# Undertake all duties in accordance with Mind in Tower Hamlets and Newham’s policies, with reference to the Equal Opportunities and Health and Safety policies to maximise safety of clients and staff.

# Undertaking other duties and accepting special responsibilities to maintain or enhance the services delivered by Mind in Tower Hamlets and Newham

# To carry out other duties consistent with the post

# To effectively manage any petty cash or financial issues within the finance procedures laid down.

# This job will be reviewed periodically in line with the organisation’s Business Plan. The role as described is not exhaustive and so there may be other areas which are the responsibility of this role

**Peer Support Worker**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form

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| No. |  | Essential/Desirable |
| Qualification |
|  | NVQ level 2 or equivalent standard of literacy and numeracy  | E |
|  | Peer work qualification  | D |
| Experience/Knowledge |
|  | Lived experience of mental health service use – statutory or 3rd sector – as a service user or a carer.  | E |
|  | Knowledge of NHS and third sector mental health services. | E |
|  | Experience of working with people facing a range of barriers and social issues including homelessness and substance use. | E |
|  | Knowledge of mental health issues & conditions, and of the challenges and issues that are likely to affect those who experience such difficulties | E |
|  | Understanding of Peer Support and Personal Recovery approaches | E |
|  | Experience of providing peer support to those with lived mental health experience  | D |
|  | Awareness of managing self-harm. | D |
|  | Safeguarding adults/children experience | D |
|  | Experience of working with individuals (1-2-1) and groups of people in different settings to help them achieve their goals. | D |
|  | Experience of working with a range of agencies and organisations to develop effective working relationships | D |
|  | Knowledge of the local area your service is based in (community groups, services available as well as local demographics) | D |
| **Personal, Relational & Relevant Skills** |
|  | Excellent communication skills both verbal and written | E |
|  | Able to communicate complex information to service users and other professionals | E |
|  | Ability to work well with a multi-disciplinary team. | E |
|  | Supports NELFT and MITHN’s mission and values. | E |
|  | Ability to cope under pressure | E |
|  | Good time management. | E |
|  | Ability to use a database | E |
|  | Ability to manage a varied and complex workload effectively  | E |
| Personal Circumstance/Attributes |
|  | Enthusiasm, Probity, Industriousness | E |
|  | Personal resilience and flexible attitude in the face of difficulties | E |
|  | High level of self-awareness – the ability to reflect on own practice and to share personal experience. | E |
|  | Commitment to personal development and willingness to regularly update skills and experience | E |