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**Job Description**

# Job Title: Recovery and Wellbeing Peer Navigator (P/T) - 2x roles

**Grade:** NJC SCP 8 - 14, currently £24,132 - £26,719 per annum, inclusive of Inner London Weighting. Based on NJC SCP 8 at 14 hrs per week, this is currently £9,652.80 per annum (Inc ILW).

**Hours:** 14hrs per week (may include some evenings and weekends)

**Accountable to:** Operations Director - Mental Health Services

**Supervised by:** Co-Production Coordinator

**Location:** Tower Hamlets

**Contract Term:** Currentlyuntil April 2023 extension pending review

**Closing Date:** 5pm, Tuesday 9th August 2022

**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.

**Background**

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. The Navigation service is an element of the larger Mental Health and Wellbeing Service. This is an integrated service which will work under a Governance structure with **Hestia:** Mental Health Floating Support Service; **Working Well Trust**: Work Hub and **ELFT**: Recovery College

**Purpose of Role**

The role is to facilitate change to enhance Recovery and Wellbeing for people in their communities. Peer Navigators are community based and provide mental health support. Using their lived experience of accessing mental health services as a service user/carer, they listen to people and support them to the right service and support and access the wider community. For some clients accessing our service this will their first contact with the Community Mental Health service. The service provides clients with a Personal Recovery Plan that’s individually tailored to their needs.

Our service model will ensure that people can access the “right support at the right time” and will be the first point of contact for people living with mental health in the Borough.



The post holder will be required to work with the Project Manager and staff to achieve service KPI’s:

* Maintain effective engagement and liaison with 200 providers across the borough of Tower Hamlets each quarter
* Ensure that 200 services users are supported through remote and face to face interventions to enable access across services in Tower Hamlets that meet their needs.
* Of which 80% will report that their needs were met.

 **Key Responsibilities**

**Tasks:**

1. To provide appropriate interventions to ensure individuals are appropriately supported to the right service and support at the right time.
2. To support people with a positive and hopeful approach and in line with the CHIME framework for personal recovery.
3. To carry out where appropriate an initial meeting to facilitate client’s recovery journeys by supporting them identify their own personal goals based on their aspirations
4. Support clients to identify their networks of support and strengths
5. Offer advice, information and signposting - offering wider opportunities for clients to connect and reach their goals
6. Support client to reduce the barriers to accessing services i.e. co-attending/prepare client to access health and social care appointments
7. Follow up and review of progress – prompting and supporting when they face challenges.
8. Signpost clients (warm transfer) to the most appropriate access the services they are looking for
9. Work with staff across the Information and Co-Production Service to increase the uptake and access into the groups for new referrals and to carry out rapid assessments
10. Liaise with local community organisations and groups to identify opportunities for clients to be involved in the wider Tower Hamlets activities offer.
11. Work closely with the Co -Production Worker and Project Manager to ensure that the principles of Co-Production underpin our service delivery.
12. Assist in the planning of our programme of events, activities and Anti Stigma activities across the organisation.
13. To ensure appropriate and necessary record keeping systems are implemented, maintained and reviewed.

Mental Health Promotion and awareness raising

1. Participate in development and delivery of the Activate Café. This may require you to work during the evening on a rota system.
2. To deliver a culturally sensitive service where clients from a diverse range of backgrounds can access support and have their cultural beliefs and issues understood.
3. Provide a service that responds sensitively to varying factors, including cultural, language needs, gender and disability etc.
4. ’Work closely with colleagues and managers to respond to emergencies and support needs of callers to the service

**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

**Person Specification - Recovery and Wellbeing Peer Navigator**

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 |
|  | Lived experience of mental health service use – statutory or 3rd sector – as a service user or a carer. | E |
|  | A willingness to work towards a qualification related to health and social care or equivalent | E |
| Experience |
|  | Knowledge of mental health services in East London | E |
|  | Demonstrable experience of working with clients with mental health needs and supporting them to achieve their goals and working will people that may be in crisis | E |
|  | Demonstrable experience of working in multi-cultural communities | E |
| **Knowledge and Skills** |
|  | Good communication skills and the ability to communicate clearly and persuasively to a wide audience | E |
|  | Understanding of Peer Support and Personal Recovery approaches | D |
|  | Ability to support co-production of solutions alongside people with lived experience | D |
|  | Ability to use Microsoft Office including Word, Excel and PowerPoint. | D |
|  | Ability to maintain accurate records and to provide information required for monitoring  | E |
|  | Good time management and the ability to work as team to meet deadlines | E |

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| Personal Attributes |
| 13. | A leader on equality of opportunity who values diversity and removes barriers to equality | E |
| 14. | Demonstrable ability to engage with people from all backgrounds and with different levels of understanding | E |
| 15. | The ability to be able to take an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others | E |
| 16. | Ability to work with enthusiasm, kindness and work to your own initiative  | E |