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**Peer Connector worker**

**Northeast London suicide Prevention service**

**Job Description & Person specification**

**Job Title:** Peer Connector worker

**Grade/salary:** NJC SCP 10 currently £27, 259 per annum inclusive of Inner London Weighting. Based on 30hrs p/wk is £21,807pa (Inc ILW) annum

**Hours:** 30 hrs per week

**Accountable to** MindTHNR Operations director

**Supervised By:** Suicide prevention service Coordinator.

**Location:** Hybrid – Newham, Tower Hamlets, and Redbridge

**Contract Term:** FTC until March 24

**Closing Date:** 5pm, Wednesday 29th November 2023

**Interviews:** TBC

**About Mind in Tower Hamlets, Newham and Redbridge**

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.

**Background**

Mind in Northeast London is a mental health collaboration between Mind in City, Hackney & Waltham Forest, Mind in Tower Hamlets, Newham and Redbridge and Mind in Havering, Barking and Dagenham. We are independent organisations affiliated to the Mind Federation (the national association for mental health), an organisation with which we share common values and principles’ and meet quality standards. We aim to support people affected by mental ill health through the provision of a range of community-based services across these Northeast London Boroughs.

The NEL Suicide Prevention Community Hub works to respond to the needs of communities across the NEL STP, and to support people who are at risk of or experiencing suicidal thoughts. We will offer information, guidance and help relating to suicide prevention and postvention support. ‘Warm transfer’ and navigation to the Right Service at the Right Time will be provided, enabling local people access a ‘one stop shop’ with a no wrong doors approach and a “soft place to fall”. People will be signposted to the right service with minimal delays and a clear pathway.

The Community Hub is linked to local crisis services, community providers and statutory providers. The focus will be on supporting people who are not currently connected to mental health services.

**Purpose of the role**

To work within the Community Hub, and lead on the delivery of peer groups supporting the recovery of people with suicidal ideation or suicidal distress who have accessed the helpline.

To enhance community awareness of the service through delivery of workshops across NEL boroughs

To support the team to provide information, signposting and support as interventions to the people who are not known to or have accessed mental health services with the aim of contributing to the reduction in attempted and completed suicide.

To provide timebound support to people contemplating suicide.

To support the team in receiving calls from local people and support the person in that moment, exploring local services to enable them to access on-going support, and link them to providers such as counselling, bereavement services, mental health support, post-intervention therapy groups.

**Service Objectives**

The objectives of the Peer Connector Worker are:

* To deliver peer support groups for service users
* To deliver workshops to the community to raise awareness of the service.
* To support people to access the Navi8 App, the training resources, support from community services and where necessary contact statutory services.
* To improve the mental wellbeing of people experiencing mental health crisis in Northeast London Boroughs through effective peer group support
* To increase early access to help for people experiencing suicidal ideation by providing a clear and effective pathway to services.
* To contribute to an improvement in individual mental wellbeing.
* To remain a source of independent support for all clients.
* To reduce the use of police, ambulance and statutory mental health services for people who may be experiencing suicidal ideation.
* To contribute to the effective delivery of the service in partnership with all stakeholders.

**Adopting our Organisation culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes.

Our practices are underpinned by our Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

**Key Responsibilities**

* To support people experiencing thoughts of suicide and who require practical and emotional help, in a welcoming, supportive and safe manner through group and telephone support.
* To have the skills to recognise risk, approach safeguarding issues, stepping up where required.
* To ensure Safeguarding concerns are responded to appropriately in line with Safeguarding Policies.
* To address immediate presenting issues and navigate to the right service at the right time.
* To be responsible for developing the resource knowledge for your area and build the warm transfer rapport with local services.
* Keep up to date with best practice and contribute to the continuous improvement of the service and assist in monitoring the quality of the service and the outcomes achieved.
* To prevent escalation and reduce A&E attendance and avoid hospital admissions.
* To ensure the project delivers a service to clients that provide a hopeful environment and promotes their recovery.
* To encourage and enable access to services for people experiencing thoughts of suicide.
* To provide appropriate signposting and warm transfer to ensure individuals are appropriately supported to the right service and support at the right time.
* To support people with a positive and hopeful approach and in line with the CHIME principles.
* Support clients to identify their networks of support and strengths.
* Offer advice, information and signposting - offering wider opportunities for clients to connect and reach their goals.
* Support client to reduce the barriers to accessing services i.e. co-attending/prepare client to access health and social care appointments
* To assess risk and offer support to those concerned about suicide, providing access to information about local services.
* To follow approved policies and procedures.
* To share any concerns with the Suicide Prevention Service Coordinator, and participate in training, support and supervision.
* To share good practice and relationships with everyone you come into contact within your role. Act as a positive role model showing professional and caring attitudes and behaviour towards other team members, service users and carers.
* Work in a way that acknowledges the personal, social, cultural, and spiritual strengths and needs of the individual.
* To ensure all duties are carried out in a manner which promotes equality and diversity.
* To ensure compliance with legal, ethical, regulatory, and social requirements.
* To manage personal resources and own professional development.
* To promote a health and safety culture within the workplace, observe all health and safety guidance and procedures as required and where appropriate conduct risk assessments.
* All information must be maintained within the Data Protection Act and GDPR guideline.

**Interpersonal skills**

* To communicate appropriately and effectively with service users who may sometimes be in distress supporting recovery, building resilience and the development of self-management.
* To lead with a kind and hopeful approach in all communication with people accessing the service.
* Demonstrate effective teamwork with other NEL colleagues, and to work supportively with other co-workers.
* To recognise, challenge and be responsive to stigma and discrimination of all kinds.
* To represent the organisation in a professional and appropriate manner at all times.
* To work creatively, looking at new possibilities, bringing new ideas to the team and respond appropriately to the needs and views of both current and potential service users.

**General**

* To reflect on your own practice and participate in team meetings, practice development forum, peer support and peer supervision.
* Identify your own training and development needs in conjunction with Line Manager and participate in training opportunities.
* To develop an awareness of local and national developments and best practice in this area of work and to attend relevant conferences, meetings and training events as required.
* Where appropriate and dependent on caseloads, manage volunteers and other team members as required.
* Identify issues, challenges and unmet need in the community and report these to MindTHNR and Neighbourhood Mental Health Team
* opportunities, activities, and support, bringing people together and supporting them to remain confident and independent in their everyday lives.

**Duties required of all MindTHNR Employees**

* Act as an ambassador and represent Mind in Tower Hamlets, Newham and Redbridge at external functions, events, giving talks and presentations to inform and inspire.
* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and Values, Equality, Diversity and Inclusion principles and all organisational policies.
* Attend appropriate internal, external training courses, E-Learning, supervision, and staff team meetings and away days.
* Contribute to the co-ordination, training and support of volunteers as agreed with the CEO and operational manager.
* Other than where central administrative support is available, to be administratively self-servicing.
* To carry out other duties consistent with the post

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**Peer Connector 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.

|  |  |  |
| --- | --- | --- |
| **No.** |  | **Essential/**  **Desirable** |
| **Qualifications/Training** | | |
|  | Relevant training/qualification in peer work, suicide prevention, counselling, social work, occupational therapy or mental health OR willingness to engage in training | E |
|  | Minimum of 1 year working in mental health services, talking therapies, similar complex needs service **OR** Lived experience of mental health service use – statutory or 3rd sector – as a service user or a carer. | E |
|  | Evidence of continual professional development – Suicide Assist, Mental Health First Aid etc or willingness to participant in professional development | E |
| **Experience** | | |
|  | Lived experience of mental health service use – statutory or 3rd sector – as a service user or a carer. | E |
|  | Experience of working in multi-cultural communities and raising awareness of mental health services for marginalised groups | E |
|  | Experience of delivery group sessions to clients within a mental health service/crisis service | D |
|  | Creative and flexible approach to working with individuals | E |
|  | Experience of working in mental health/crisis services or similar service model supporting vulnerable people. | D |
|  | Experience of signposting, navigation and ‘warm transfer’ of people to local services. | D |
| **Skills/Knowledge/Ability** | | |
|  | Knowledge /Understanding of Peer Support within mental health services and a person-centred approach to care | E |
|  | Awareness/understanding of suicide and self-harm | E |
|  | Knowledge of mental health issues & conditions, and of the challenges and issues that are likely to affect those who experience such difficulties | E |
|  | Knowledge/Understanding of legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults | E |
|  | Understanding of working within confidentiality and equality framework | E |
|  | Ability to deliver group sessions to clients | E |
|  | The ability to communicate with people from a range of backgrounds | E |
|  | An understanding of the principles of Coproduction and Recovery | D |
|  | Good listening skills with the ability to reflect | E |
|  | Ability to deal with stressful and difficult situations in a calm manner | E |
|  | Ability to prioritise and manage workload | E |
|  | Excellent IT skill, Microsoft Word, Excel and database management | E |
|  | Excellent written and verbal skills | E |
| **Personal** **Attributes** | | |
|  | Personal resilience and flexible attitude in the face of difficulties | E |
|  | High level of safe 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 |
|  | A commitment to Equity, Equality and Diversity | E |
|  | Willingness to adhere to MindTHNR mission and values | E |