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# Peer Support Worker – Newham Together Café

#  Job Description and Person Specification

# Job Title: Peer Support Worker – Newham Together Cafe (full or part time considered)

**Salary:** £26,268per annum FTE pro-rata for part time hours

**Hours:** Variable schedules Monday to Sunday including evenings and weekends 2:00PM-9:30PM

**Contract:** Permanent

**Reporting to:** Team Manager

**Location:** Stratford Advice Arcade, Stratford, London, E15

**Closing Date:** 05th August, 2024 5:00pm

**Interviews:** Week beginning 5th –9th August 2024

**Job description**

This is an exciting opportunity to support the Newham Together Café Team in the delivery of support to residents presenting with mental health crisis, accessible 365 days a year.

**About the Service**

Newham Together Café provides a safe space for people who may be experiencing or moving towards a mental health crisis. The service will offer a range of interventions including 1-1 support and safety plans, wellness & recovery action plans and social prescribing.

Staff and volunteers will have an asset-based approach, focusing on the strengths and coping skills of people using the Cafe, helping them to understand how they could use these assets to decrease their own distress and promote their wellbeing.

The service at the Café will be co-produced with those who use it as well as with local voluntary, statutory and community-based organisations. The Café strives to be a warm, welcoming and non-stigmatising environment, offering a range of activities and a quiet, low sensory space to cater for individual needs and aspirations.

**Purpose of the role**

The main purpose of this role is to draw upon personal experiences of mental health issues and use these experiences in a positive and enlightening way to support others who are at a crisis point in their recovery journey. You will provide quality support and interventions to those at crisis point or likely to experience a mental health crisis, as an alternative to using statutory crisis services.

**Adopting our Organisational Culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes. Our practices are underpinned by our Kindness Charter, 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**

**Peer Support**

* To draw upon lived experience of mental health support needs and recovery to empathetically assist service users to move forward positively from crisis, where appropriate
* Provide inspiration to individuals going through mental distress
* To greet our attendees and work with the team to establish their immediate and longer-term support needs
* To co-produce small group and activity sessions to support the needs of service users
* Respond to the needs of individuals with sensitivity with regard to their age, culture, race, gender, ethnicity, social class or disability, modifying behaviour to optimise the helping relationship
* Support people with crisis Mental Health needs to manage their own health care, in accordance with their care plan with a view to preventing further crisis
* Signpost customers to local community resources to address cultural/social barriers affecting their wellbeing
* Link customers with specialist services for continuous support e.g. counselling, money management, substance misuse
* Promote the rights of individuals by recognising differences and acting in accordance with the relevant legislation, recognising and reporting discriminatory behaviour, and taking appropriate action
* Promote and maintain effective communication with people in order to build positive working relationships with individuals, other team members, clinical colleagues, families and carers and other agencies

**Administration, Policy and other responsibilities:**

* To maintain accurate records of customer visits, support and interventions provided and any outcomes
* To maintain all other records relating to the upkeep and maintenance of the service, including building health and safety checks. This includes electronic based records
* To have knowledge of and follow relevant legislation, policies and procedures
* To liaise with other providers of support and/ or treatment to the customers, in line with Information Governance Protocols, to provide multi-agency support
* Effectively works as part of a team, values colleagues’ opinions and ideas.
* Proactively seeks to improve current performance
* Takes responsibility as the need arises without waiting to be asked
* Motivation to maintain professional standards at all times within the service and ability to use peer and Management support to maintain resilience and provide a whole team

approach

* Instinctively remains positive and open to changes that will have a positive impact on their support delivery and ultimately the customer

**General**

* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and Values, Equality, Diversity and Inclusive principles and all organisational policies.
* Attend appropriate internal, external training courses, E-Learning, supervision, and staff team meetings and away days.

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**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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|  |  | **Essential/****Desirable** |
| **Experience/Skills/Ability** |
|  | The ability to rapidly form and sustain a trusting relationship with service users/carers and other peer support workers and professionals  | E |
|  | Well- developed listening skills and effective verbal communication skills to be able to engage appropriately with service users in crisis, carers, and colleagues, statutory and voluntary agencies, both face to face and by telephone  | E |
|  | Lived experience of the acute mental health care pathway (e.g. ED attendance, acute admissions etc.)  | D |
|  | Knowledge of recovery tools, mental health and wellbeing interventions and services available in the local area  | D |
|  | Ability to assess needs, risks and aspirations and identify appropriate sign posting | E |
|  | Knowledge and understanding of safeguarding issues and ability to address them appropriately  | D |
|  | Demonstrate ability to use initiative appropriately, making decisions within the guidelines set  | E |
|  | Able to demonstrate a general understanding of mental health issues with a positive nonjudgemental approach towards individuals in crisis with mental health support needs  | E |
|  | Ability to work at evenings, weekends and bank holidays. Shifts will be something along these lines:Monday- Thursday 2.30PM to 9.30PMWeekends and bank holidays 2PM to 9.30PM | E |
| **Personal** **Attributes** |
|  | A strong commitment to Mind in Tower Hamlets, Newham and Redbridge’s aims and mission | E |
|  | A strong commitment to Equality, Diversity and Inclusion Policies and Practices | E |
|  | A commitment towards continuous personal development and learning | D |
|  | Sound judgement and the ability to handle competing priorities and a challenging workload | E |
|  | Excellent judgment, problem-solving, time management and organisational skills | E |
|  | Demonstrable ability to engage with people from all backgrounds and a commitment to Equality, Diversity, and Inclusion practices.  | E |