

JOB DESCRIPTION – Peer Support Worker

Job title	Peer Support Worker
Sector/Function	Mental Health
Department	Operations
Reports to	Service Manager
Grade	3

Job purpose	<p>The role of a Peer Support Worker has been developed specifically for people who have lived experience of mental ill health and / or substance use. Through effective sharing examples of their own experiences, Peer Support Workers will inspire hope and belief in individuals to enable them to manage during difficult or distressing situations.</p> <p>As a pivotal and highly valued member of the team, the Peer Support Worker will provide formalised peer support and practical assistance to service users, in order for them to regain control of their lives, and help them to develop their own unique skill set. The Peer Support Worker will work alongside a clinically informed Team with oversight from a dedicated Clinical Psychologist.</p> <p>The Peer Support Worker will promote choice, self-determination and opportunities for the fulfilment of socially valued roles and connection to local communities.</p> <p>Within the small team, the peer support worker will be required to work within the service on a regular shift pattern to support the safety and welfare of the customer group which will include responding to incidents to maintain safety of all within the service.</p>
Key accountabilities	<ul style="list-style-type: none"> ○ To deliver therapeutic interventions and have supportive and respectful relationships with people using our services. ○ To work within the service on a regular shift pattern supporting the safety and welfare of our customer group and service. ○ To support and guide people who use our services to identify and acknowledge their own recovery goals ○ To support people who use our services to overcome their fears within a relationship of empathy and Trust ○ To share ideas about ways of achieving recovery goals, drawing on personal experiences and a range of coping, self-help and self-management techniques ○ To model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness ○ To sign-post people who use our services to various resources, opportunities and activities within communities and promote choice and informed decision making ○ To raise awareness of recovery language amongst Turning Point's staff by modelling positive, strengths based, non-discriminatory, non-jargon, non-medicalised language in all areas of work ○ To support the team in promoting a recovery orientated environment by identifying recovery focused activities and disseminating information and educating people who use our services as and when required. ○ Be actively involved in the continued development of the PSW training programme and in the on-going evaluation of the PSW role

	<ul style="list-style-type: none"> ○ To act as an ambassador for Turning Point with external agencies and partner organisations ○ To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms <p>To continuously review own performance and development needs to assist growth and development by:-</p> <ul style="list-style-type: none"> ▪ Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. ▪ Participating in training and development opportunities as agreed within the Performance Management process
	<p>To ensure a safe working environment for self and the team by:-</p> <ul style="list-style-type: none"> ▪ Ensuring a good standard of general housekeeping and infection control within the team's environment ▪ Ensuring all H&S concerns are appropriately reported and action taken in a timely manner ▪ Accessing Vaccinations, eye sight tests, work place assessments as appropriate ▪ Ensuring H&S policies and procedures are complied with ▪ Following the formal reporting process for serious untoward incidents and accidents ▪ Ensuring all risk assessments are completed when appropriate
	<p>To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> ▪ Meeting all regulatory requirements ▪ Complying with Turning Point's Code of Conduct, policies and procedures ▪ Participating in regular audits (internal and external) and ensure results are acted upon within the team
	<ul style="list-style-type: none"> ▪ Maintaining accurate financial records, e.g. petty cash, volunteer expenses as appropriate
	<p>To assist in the development of the service by:</p> <ul style="list-style-type: none"> ▪ Ensuring a consistent service delivery approach is embedded within the support offer. ▪ Developing recovery orientated diversionary activities to benefit a diverse customer group. ▪ Liaising with the staff team, service users, family and carers, local stakeholders and the commissioner to ensure that the service is reviewed and co-developed over the lifetime of the contract. ▪ Representing Turning Point at external meetings, and network locally to develop contacts, services and Turning Point's profile ▪ Working with the management of the service to enhance, develop and expand the service ▪ Meeting agreed performance targets and outcomes

Dimensions	Direct reports	N/A
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	Total staff overseen	N/A
	Internal contacts	<ul style="list-style-type: none"> ▪ Team members (Operations Manager, Clinical Psychologist, Peer Support Workers, Volunteers) ▪ Senior Operations Manager/ Regional Operations Manager/Central departments
	External contacts	<ul style="list-style-type: none"> ▪ Service users ▪ Carers (e.g. family members) ▪ Commissioners ▪ Agencies/partners including statutory services ▪ General public ▪ Media enquiries ▪ Local businesses/ community
	Planning outlook	<ul style="list-style-type: none"> ▪ Supporting discharge goals
	Problems solved	
	Financial authority	N/A

PERSON SPECIFICATION

Job title	Peer Support Worker
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Personal effectiveness	Essential	Desirable
	<p>Able to work as part of a team on shift supporting the safety and welfare of our customer group</p> <p>Able to relate to a wide range of people</p> <p>Competant in developing a range of structured recovery orientated diversionary activities to support our diverse customer group</p> <p>Professional in appearance and behaviour</p> <p>Able to manage conflict and to help others to do so</p> <p>Ability to maintain a healthy home/work life balance</p> <p>High level of self-awareness – ability to critically appraise own performance</p> <p>Ability to demonstrate critical thinking</p> <p>Good team-working skills</p> <p>Ability to share personal story of recovery in a professional manner</p> <p>Ability to assist people to develop recovery plans</p> <p>Ability and willingness to reflect on work practice and be open to constructive feedback</p> <p>Ability to work in an enabling and creative way</p> <p>Professional in appearance and behaviour</p>	

Technical effectiveness	Essential	Desirable
	<p>Excellent written, verbal and non-verbal communication skills.</p> <p>Willingness to use IT systems</p>	

Acquired experience & qualifications	Essential	Desirable
	<p>Good level of secondary education</p> <p>Successful completion of Accredited Peer Support Worker Training</p> <p>Completion of own Wellness Recovery Action Plan (WRAP)</p>	

Other requirements	Essential	Desirable
	<p>Range of life experiences</p> <p>Good team worker</p> <p>Ability to use initiative</p> <p>Reliable</p> <p>Flexible</p> <p>Resourceful</p> <p>Good organisational skills including time management</p>	

	Supportive to other colleagues Able to demonstrate a patient, non-judgmental, respectful and compassionate attitude	
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