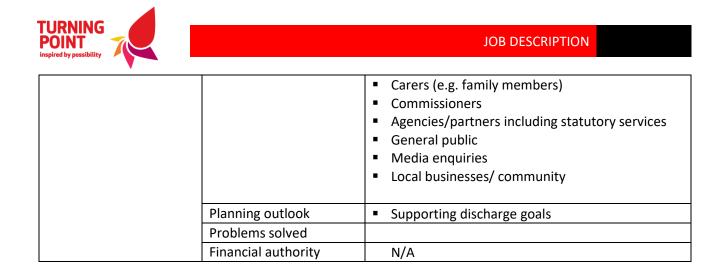


JOB DESCRIPTION – Peer Support Worker

Job title	Peer Support Worker		
Sector/Function	Mental Health		
Department	Operations		
Reports to	Service Manager		
Grade	3		
Job purpose	The role of a Peer Support Worker has been developed specifically for people who have lived experience of mental ill health. Through 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. 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		
	their own unique skill set. The Peer Support Worker will work alongside a clinically informed Team with oversight from a dedicated Clinical Psychologist. The Peer Support Worker will promote choice, self-determination and opportunities for the fulfilment of socially valued roles and connection to local communities.		
Key accountabilities	opportunities for the fulfilment of socially valued roles and connection to local		

 growth and development by:- 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
To ensure a safe working environment for self and the team by:-
 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
To ensure compliance with internal and external standards and codes of conduct by-
 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
 Maintaining accurate financial records, e.g. petty cash, volunteer expenses as appropriate
To assist in the development of the service by:
 Ensuring a consistent service delivery approach is embedded within the support offer. 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
	Total staff overseen	N/A
	Internal contacts	 Team members (Operations Manager, Clinical Psychologist, Peer Support Workers, Volunteers) Senior Operations Manager/ Regional Operations Manager/Central departments
	External contacts	 Service users



PERSON SPECIFICATION

Job title	Peer Support Worker

Personal	Essential	Desirable
effectiveness	Able to relate to a wide range of people	
	Professional in appearance and behaviour	
	Able to manage conflict and to help others to do so	
	Ability to maintain a healthy home/work life	
	balance	
	High level of self-awareness – ability to critically	
	appraise own performance	
	Ability to demonstrate critical thinking	
	Good team-working skills	
	Ability to share personal story of recovery in a	
	professional manner	
	Ability to assist people to develop recovery plans	
	Ability and willingness to reflect on work practice	
	and be open to constructive feedback	
	Ability to work in an enabling and creative way	
	Professional in appearance and behaviour	
	Able to manage conflict and to help others to do so	
	Ability to maintain a healthy home/work life	
	balance	
	High level of self-awareness – ability to	
	critically appraise own performance	
	Ability to demonstrate critical thinking	
	Good team-working skills	

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

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

Other	Essential	Desirable
requirements	Range of life experiences	
	Good team worker	
	Ability to use initiative	
	Reliable	
	Flexible	
	Resourceful	
	Good organisational skills including time	
	management	
	Supportive to other colleagues	
	Able to demonstrate a patient, non-judgmental,	
	respectful and compassionate attitude	