**JOB DESCRIPTION – Peer Support Worker**

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| **Job title** | Peer Support Worker | |
| **Sector/Function** | Mental Health Operations | |
| **Department** | Leicestershire Crisis Service | |
| **Reports to** | Operations Manager | |
| **Grade** | 3 | |
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| **Job purpose** | The role of a Peer Support Worker has been developed specifically for people who have lived experience of mental distress. Through sharing examples of their own experiences, Peer Support Workers will inspire hope and belief that recovery is possible.  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 recovery process.  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** | * To deliver therapeutic interventions supportive and respectful relationships with people using our services. * To support and guide people who use out 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 assist people who use our services to create their own recovery plans and develop advance directives * 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 accompany service users to appointments/meetings/activities of their choice and performing a range of practical tasks, aligned to recovery goals * 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 * 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   **To continuously review own performance and development needs to assist 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 Operations Manager, 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 | |
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| **Dimensions** | Direct reports | N/A |
| Total staff overseen | N/A |
| Internal contacts | * Team members (Operations Manager, Team leader, Project Worker II, Recovery Workers, Peer Support Workers, Volunteers) * Senior Operations Manager/ Regional Operations Manager/Central departments |
| External contacts | * Service users * Carers (e.g. family members) * Commissioners * Agencies/partners including statutory services * General public * Media enquiries * Local businesses/ community |
| Planning outlook | * Supporting discharge goals |
| Problems solved |  |
| Financial authority | N/A |

**PERSON SPECIFICATION**

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| **Job title** | **Peer Support Worker** | |
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| **Personal effectiveness** | Essential | Desirable |
| * 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 |  |
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| **Technical effectiveness** | Essential | Desirable |
| Excellent written, verbal and non-verbal  communication skills.  Willingness to use IT systems |  |
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| **Acquired experience & qualifications** | Essential | Desirable |
| Good level of secondary education  Successful completion of Accredited Peer  Support Worker Training  Completion of own Wellness Recovery Action  Plan (WRAP) |  |
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| **Other requirements** | Essential | Desirable |
| 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 |  |