

# Peer Support Worker - Role Profile

...Bringing lived experience to the delivery of quality substance misuse interventions



## WHAT I AM ACCOUNTABLE FOR:

- Sharing lived experience where appropriate to build connections with people we support, inspire hope, role modelling recovery and improving the delivery of services;
- Offering social, emotional and practical support to help service users through their recovery journey, understanding the anxieties and pressures they face every day;
- Supporting service users by empathising with their feelings, showing compassion, and letting them know they are not alone in their struggles;
- Building a trusting relationship based on empathy and empowerment replacing feelings of isolation and rejection with hope, opportunities, and confidence;
- Motivating and encouraging service users towards their own recovery;
- Support individuals achieve their support/recovery plans through working with individuals and with groups;
- Involving other agencies where relevant and support service users to access other specialist services and community assets.
- Ensuring service users receive high quality harm reduction interventions (e.g. naloxone, BBV testing);
- Assessing and identifying risks in your day- to-day work and acting upon immediate risk of danger or safeguarding issues;
- Ensuring activities are recorded accurately and in a timely manner on the electronic case management system.

## HOW I OPERATE:

### Values Led Leadership

- I am empathetic, genuine and human in all my interactions with people;
- I share my lived experience where appropriate to enhance service delivery whilst maintaining professional boundaries;
- I work together with others to get the best possible outcomes;
- I continually think of ways to improve what we do;
- I put the people we support at the heart of everything I do;
- I treat others with respect, actively listen and embrace others' points of view;
- I ask for clarity if I'm uncertain and communicate what I need;
- I actively seek opportunities to develop myself;

## WHAT I NEED:

### Skills\Knowledge

- Lived experience any of the issues faced by the people we support (e.g. substance misuse, mental health, homelessness);
- Passionate about the opportunity to use your own life experiences to help make positive change for others;
- A commitment to equality and a zero- tolerance approach to discrimination and exclusion;
- Good communication skills and the ability to listen and make people feel heard;
- Basic computer skills, e.g. word processing, internet email would be useful, but support can be provided.

### Desirable

- Peer Mentor training and qualification

# Peer Support Worker Role Expectations



## PEOPLE:

- Offering emotional support to service users, listening, empathising and supporting;
- Sharing lived experience where appropriate to inspire hope, model recovery and develop connections;
- Supporting service users to attend appointments or access support groups e.g., GP, treatment appointments, groups and mutual aid, supporting service users to overcome barriers to attendance;
- Developing trusted relationships with service users which are, non-judgemental and respectful.
- Helping service users learn from their experience and incorporate it and/or move forward, focusing on a person's strengths
- Creating hope and building independence, empowering the person to define and lead their recovery, and to identify and work towards their own goals.
- Working in conjunction with Recovery Workers to agree a comprehensive package of support, tailored to an individual's needs;
- Actively engaging in your own supervision, Ongoing Personal Review, Personal Development Planning and Continuous Professional Development;
- Ensuring an environment free from discrimination;
- Prioritising safeguarding of children and vulnerable adults and escalating any concerns.

## PROCESS:

- Engaging with service users through delivering planned appointments, opportunistic engagement, drop-ins and outreach;
- Providing practical support (e.g. housing, benefits);
- Running support groups for service users;
- Building networks with and supporting service users to access other agencies to access specialist support;
- Helping service users to identify and connect with the communities they are part of connecting with local groups, activities or programmes that may improve their wellbeing and maintain their recovery;
- Distributing and training service users in naloxone;
- Delivering harm reduction advice including distributing sterile injecting equipment through needle syringe programmes;
- Completing urine testing and dry blood spot testing following appropriate infection control procedures;
- Report all incidents using datix to support learning;
- Ensure all interactions with service users are recorded on electronic record system;
- Engaging in service meetings as set out in the Governance manual.