

## JOB DESCRIPTION – Peer Support Worker

<b>Job title</b>	Peer Recovery Worker
<b>Sector/Function</b>	Mental Health Operations
<b>Department</b>	Milestone
<b>Reports to</b>	Dual Diagnosis Lead
<b>Grade</b>	2

<b>Job purpose</b>	<p>The role of a Peer Recovery Worker has been developed specifically for people who have lived experience of mental distress and who may have a history of offending behaviours. Through sharing examples of their own experiences, Peer Recovery Workers will inspire hope and belief that recovery is possible.</p> <p>As a pivotal and highly valued member of the team, the Peer Recovery Worker will have a leading role in promoting service user involvement; 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.</p> <p>The Peer Recovery Worker will promote choice, self-determination and opportunities for the fulfilment of socially valued roles and connection to local communities.</p>
<b>Key accountabilities</b>	<ul style="list-style-type: none"> <li>○ To work closely alongside the Dual Diagnosis Worker and Occupational Therapist to deliver therapeutic interventions and develop supportive and respectful relationships with people using our services.</li> <li>○ To support and guide people who use our services to identify and acknowledge their own recovery goals</li> <li>○ To support people who use our services to overcome their fears within a relationship of empathy and Trust</li> <li>○ To share ideas about ways of achieving recovery goals, drawing on personal experiences and a range of coping, self-help and self-management techniques</li> <li>○ To assist people who use our services to create their own recovery plans and develop advance directives</li> <li>○ To model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness</li> <li>○ To sign-post people who use our services to various resources, opportunities and activities within communities and promote choice and informed decision making</li> <li>○ To accompany service users to appointments/meetings/activities of their choice and performing a range of practical tasks, aligned to recovery goals</li> <li>○ 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</li> <li>○ 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.</li> <li>○ Be actively involved in the continued development of the PSW training programme and in the on-going evaluation of the PSW role</li> <li>○ To act as an ambassador for Turning Point with external agencies and partner organisations</li> <li>○ To undertake any other duties which may reasonably be regarded as within</li> </ul>

	<p>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> <p><b>To continuously review own performance and development needs to assist growth and development by:-</b></p> <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Participating in training and development opportunities as agreed within the Performance Management process</li> </ul>	
	<p><b>To ensure a safe working environment for self and the team by:-</b></p> <ul style="list-style-type: none"> <li>▪ Ensuring a good standard of general housekeeping and infection control within the team's environment</li> <li>▪ Ensuring all H&amp;S concerns are appropriately reported and action taken in a timely manner</li> <li>▪ Accessing Vaccinations, eye sight tests, work place assessments as appropriate</li> <li>▪ Ensuring H&amp;S policies and procedures are complied with</li> <li>▪ Following the formal reporting process for serious untoward incidents and accidents</li> <li>▪ Ensuring all risk assessments are completed when appropriate</li> </ul>	
	<p><b>To ensure compliance with internal and external standards and codes of conduct by-</b></p> <ul style="list-style-type: none"> <li>▪ Meeting all regulatory requirements</li> <li>▪ Complying with Turning Point's Code of Conduct, policies and procedures</li> <li>▪ Participating in regular audits (internal and external) and ensure results are acted upon within the team</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ Maintaining accurate financial records, e.g. petty cash, volunteer expenses as appropriate</li> </ul>	
	<p><b>To assist in the development of the service by:</b></p> <ul style="list-style-type: none"> <li>▪ Ensuring a consistent service delivery approach is embedded within the support offer.</li> <li>▪ 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.</li> <li>▪ Representing Turning Point at external meetings, and network locally to develop contacts, services and Turning Point's profile</li> <li>▪ Working with the management of the service to enhance, develop and expand the service</li> <li>▪ Meeting agreed performance targets and outcomes</li> </ul>	

<b>Dimensions</b>	Direct reports	N/A
	Total staff overseen	N/A
	Internal contacts	<ul style="list-style-type: none"> <li>▪ Team members (Service Manager, Project Worker II, Project Workers, Recovery Workers, Peer Support Workers, Volunteers)</li> <li>▪ Senior Operations Manager/ Regional</li> </ul>

		Operations Manager/Central departments
	External contacts	<ul style="list-style-type: none"> <li>▪ Service users</li> <li>▪ Carers (e.g. family members)</li> <li>▪ Commissioners</li> <li>▪ Agencies/partners including statutory services</li> <li>▪ General public</li> <li>▪ Media enquiries</li> <li>▪ Local businesses/ community</li> </ul>
	Planning outlook	▪ Supporting discharge goals
	Problems solved	
	Financial authority	N/A

# PERSON SPECIFICATION

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<b>Personal effectiveness</b>	Essential	Desirable
	<p>Able to relate to <b>and communicate effectively with</b> a wide range of people</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> <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>	

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

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

<b>Other requirements</b>	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> <p>Supportive to other colleagues</p> <p>Able to demonstrate a patient, non-judgmental, respectful and compassionate attitude</p>	

