**Job Description**

**Job Title**: Peer Support Worker

**Location:** East, West & Central

**Reporting to**: Peer Support & Volunteer Co-Ordinator

**Job Purpose**

To use your own lived experience of mental distress to empathise with and support people using the service. This work may take the form of discussion, reflection, coaching/mentoring, as well as delivering one to one recovery-focussed support, group sessions and drop-ins.

To demonstrate a commitment to the service’s values, namely:

* Delivering an outcome and recovery focussed service, whilst drawing on own lived experience, within a Psychologically Informed Environment (PIE);
* Empowering people using the service, a belief in their involvement and promoting their rights;
* Promoting equality of opportunity and having an awareness of issues surrounding Black & Ethnic Minority (BME) groups, Lesbian, Gay, Bi-Sexual and Transgender (LGBT) Groups, and similar;
* Showing passion about and being committed to empowering people who are experiencing mental distress.

**Key Responsibilities**

Peer Support Duties

*General*

* Act as a navigator supporting individuals to engage in the service, identify what they need and how they would like to progress
* Develop specialist expertise to support individuals in areas such as: building hope and empowerment, developing self-management techniques, developing social connections, problem-solving and navigating / accessing services including statutory services, whilst drawing on your own lived experience where appropriate
* Support individuals to increase their self-esteem, confidence and motivation and promote progress in their journey to recovery through one to ones and group work, drawing on own lived experience to help you do this

*Specific*

* Support people to develop coping and self-management techniques by facilitating group based peer support

Delivering Support

*General*

* Empower individuals to exercise choice and control, offering a person-centred service led by the wishes of the individuals you are working with.
* Promote engagement within the community as a key factor in recovery and self management

*Specific*

* Provide advice, guidance and support to individuals during drop-in sessions, drawing on own lived experience where appropriate

Communication/building & maintaining appropriate relationships

*General*

* Communicate effectively with individuals from a wide variety of backgrounds and maintain positive and effective relationships with individuals, staff, the staff of other agencies and the local community
* Be an expert navigator of local services and opportunities, helping to build and sustain relationships with agencies and professionals, promoting the service, sharing peer support and recovery principles and the Psychologically Informed Environment approach, and supporting individuals to access local services / opportunities as appropriate

*Specific*

* Extend the range of community opportunities for people by supporting community resources to improve accessibility and using peer support and lived experience of mental health to break down mental health stigma
* Support the maintenance of a database of community resources, used by staff and individuals to identify and access a range of opportunities to promote wellbeing and independence

Information/Record Keeping & IT

* Work with IT equipment and systems to ensure accurate and timely recording of service user data, accidents/incidents, as well as the use of shared electronic calendars and a lone worker safety system
* Maintain and build upon good working knowledge of IT, and to take full advantage of opportunities to use IT to progress the services we offer

Task planning, personal development & development of the service

* Work within set targets and manage time effectively on own initiative and as part of a team
* Promote service user leadership and the principles of peer support across the service
* Contribute to the aims and continuous improvement of the service, including the commitment to delivering within a Psychologically Informed Environment (PIE) framework
* Share knowledge, skills and experience within the team, while observing confidentiality, and participate in team meetings and reflective practice groups
* Make a positive contribution to and work constructively within the team, including developing your own abilities to enhance team performance

Other

* Work flexibly and remotely as part of a geographically-spread team, including daily local travel within the service locality and, where appropriate, working within wider localities across Norfolk to support the demand and capacity requirements of the Norfolk-wide Integrated Housing and Community Support Service
* Ability and willingness to work flexibly and cover shifts in the mornings, afternoons, evenings and weekends
* Work flexibly across the whole service pathway, including supported living and community based support
* Promote leadership and the principles of peer support
* Work in a way that ensures the service is delivered in compliance with relevant legislation, the service values, policies and practices and contractual requirements
* Carry out any other reasonable duties within the scope of the role as required

| **Competency / Experience** | **E – Essential**  **D - Desirable** |
| --- | --- |
| **Experience** |  |
| Personal lived experience of mental health and/or using services | **E** |
| At least one year full-time equivalent experience of working in mental health, paid or unpaid | **D** |
| **Values** |  |
| Commitment to the empowerment of individuals and a belief in user involvement and promoting people’s rights | **E** |
| Commitment to equal opportunities and awareness of issues surrounding BME, LGBT and other minority groups | **E** |
| Actively seeks opportunities for own development and to share skills / knowledge | **E** |
| Commitment to delivering outcome and recovery focussed services within a Psychologically Informed Environment framework | **E** |
| Passionate about and committed to the empowerment of people who are experiencing mental distress | **E** |
| **Skills / Knowledge / Competencies** |  |
| **Peer Support** |  |
| Ability to use own experiences of mental distress appropriately | **E** |
| Ability to establish and develop empathetic relationships based on mutual respect and trust | **E** |
| Ability to support individuals to increase their self esteem, confidence and motivation and promote progress in their journey to recovery | **E** |
| Ability to assist people to develop recovery plans | **D** |
| An understanding of the principles of recovery | **E** |
| An understanding of the needs of individuals who are in crisis or unwell | **E** |
| An understanding of a person-centred approach | **E** |
| Ability to empathise with and relate to a wide range of people experiencing mental distress and work in equal partnership with them | **E** |
| Ability to share personal story of recovery as and when appropriate | **E** |
| A real belief that people can recover and lead their own recovery with appropriate support | **E** |
| Experience of supporting others one-to-one in a person-centred, confidential and empathic manner | **E** |
| **Delivering Support** |  |
| Understanding of issues surrounding mental health and issues likely to affect those experiencing or recovering from periods of mental illness | **E** |
| Ability to work with individuals in a user led, calm, confident and sensitive manner | **E** |
| Ability to respond to individuals’ needs (including those in crisis) promptly, in a flexible, consistent and appropriate way | **E** |
| Knowledge and experience of supporting individuals to achieve goals relating to their mental and/or physical health | **D** |
| Ability and experience of working in an outcome focused way | **E** |
| Experience of organising and facilitating meetings and groups | **D** |
| Experience of working within and supporting the development of a Psychologically Informed Environment | **D** |
| **Communication / building and maintaining appropriate relationships** |  |
| Excellent communication skills and the ability to deal tactfully and sensitively with a range of people, including being assertive when necessary | **E** |
| Ability to develop, maintain and facilitate positive working relationships with individuals, staff, volunteers and health professionals | **E** |
| Ability to build and maintain appropriate and person-centred professional client/worker relationships | **E** |
| Excellent listening skills and the ability to communicate effectively with people who are in mental distress, including any who may be acutely unwell | **E** |
| Ability to liaise and communicate well, both orally and in writing, with health professionals, general public, other providers and be assertive where necessary | **E** |
| **Information / Record Keeping and IT** |  |
| Excellent IT skills including use of Microsoft Office, shared calendars and the internet | **E** |
| Willing and able to engage with IT systems, including a client record management system, on a daily basis | **E** |
| Ability to accurately and efficiently maintain appropriate records | **E** |
| Knowledge and experience of working with confidentiality | **D** |
| **Task planning and time management** |  |
| Ability to manage a busy workload, work on own initiative, prioritise work, meet deadlines and make autonomous decisions where needed | **E** |
| Ability to undertake lone-working with minimal supervision, and the ability to plan ahead whilst also retaining capacity for flexible working | **E** |
| **Leadership** |  |
| Understanding the importance of leadership of those accessing the service and the benefits of peer support | **E** |
| **Other** |  |
| Confident in making decisions within job scope, but defers to line manager as appropriate | **E** |
| Ability to adhere to all relevant policies and procedures including confidentiality, equal opportunities and diversity | **E** |
| Willing to learn, through training, supervision and day-to-day experience | **E** |
| Ability and willingness to work flexibly and remotely as part of a geographically-spread team, including daily local travel within the service locality | **E** |
| Ability and willingness to be flexible and work some unsociable hours, including evenings, weekends and bank holidays | **E** |
| Commitment to work flexibly as required across Norfolk | **E** |