

JOB DESCRIPTION

Job title: Female Peer Support Worker

Responsible to: Lived Experience & Community Development Manager

Salary: Starting salary is £25,634.83 per year (Full-time equivalent), (SC3-SP14-16)

Hours: 37.5 hours per week

Contract type: Fixed term one year – Potential for extension with project

Location: East London

About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

Our values are:

Connected: Creating a compassionate and supportive community.

Fair: We strive for equity- no-one's needs should go unmet.

Brave: We walk with people, offering help by doing what works - proven or new.

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises different perspectives, will enable us to provide excellent services.

We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

Those with lived experience of Mental Health are encouraged to apply.

DBS clearance for an Adult Workforce at Enhanced level (with Barring) is required for this role.

Service information:

North East London NHS Foundation Trust (NELFT) has commissioned Mind in the City Hackney and Waltham Forest to employ, support, develop and train 6 peer workers for the new Neighbourhood Teams in Waltham Forest as part of its community mental health transformation programme.

Peer Workers will be core members of each team; they will support the delivery of a new integrated model of support for residents with moderate to severe mental illnesses and will complement existing community and statutory support within Waltham Forest. The new model aims to ensure:

- That people with severe mental illness have improved access to mental health support and improved care coordination.
- That care and support delivered will be truly orientated towards the promotion and maximisation of individual's health, wellbeing, and independence.
- That health inequalities often faced by people with severe mental illness will be reduced.
- That people with severe mental illness will have greater choice and control to support them to live well in their communities.

The new community model will deliver true integration of care and support across 'secondary' mental health services, the Voluntary and Community Sector (VCS), primary care, social care, community assets as well as other physical health care provision.

Through improved holistic models of care in our community more people will be prevented from experiencing crisis and be able to self-manage their needs in their communities; achieving the outcomes they want and reducing the need for requiring acute interventions of support

The new Neighbourhood Team will provide support to appropriately meet differing levels of need; supporting residents to maintain or prevent further deterioration in their mental health and aiming, to provide the necessary support to enable recovery from a mental illness where appropriate, empowering people to develop greater self-management of their health. The Team will enable people to make informed decisions about their health and social care needs and support them to maintain and maximise their health, wellbeing, and independence.

Purpose of the post:

As a Peer Support Worker, you be fully integrated into the Waltham Forest Neighbourhood Team. You will spend 80% of your working week in the Neighbourhood Team, functioning as a full member of the team alongside NELFT staff and the remaining time engaging with and helping to convene group based therapeutic work for service users and the local community, personal development, and training.

You will provide support and recovery guidance to individuals experiencing common and severe mental health problems, using your own life experience of mental distress or as a carer and recovery as a template.

Main duties and responsibilities:

- 1.** To develop a rapport and a therapeutic relationship with service users (especially to female clients who prefer to be supported by someone of the same gender), within a relationally focused recovery model that will be at the heart of our new approach
- 2.** To provide regular and practical support to service users in developing and managing independence and maintaining dignity and self-respect
- 3.** To be a fully functioning member of the Neighbourhood Team (NT), carrying a caseload alongside other multi-disciplinary team members.
- 4.** To provide an evidence-based and individualised mental health care to a clearly defined group of patients as assessed and identified by RSMHT Clinical Lead.
- 5.** Plan care in association with other members of the multi-disciplinary team and external teams working with the service user. Involve service user and where appropriate, carers in the care planning and care delivery.
- 6.** Ensuring assessment, support/care-plans and intervention is shared and agreed with relevant individuals and agencies
- 7.** To attend training in trauma informed care alongside team members and use systemic and relational ways of working with clients within a peer support role.
- 8.** To work with a varied caseload of clients in one to one and group settings
- 9.** To use personal life experience of mental health issues in an intentional and professional way to provide insight and motivational support in achieving recovery goals
- 10.** To develop effective relationships with a range of external organisations and agencies
- 11.** To promote the service and the peer support approach to communities and agencies as appropriate
- 12.** To keep accurate and up to date records of clients' records

- 13.** To ensure quality standards are adhered to and met and that audits are passed
- 14.** To ensure all statutory responsibilities are followed and reported as required

A key emphasis is to enable service users to assume agency in their recovery and assist them in a holistic way to better health and wellbeing globally. This means:

- Working with local service user/peer networks and cultivate local communities around them
- Supporting service users to gain access to resources to include benefits, welfare rights, settled housing, inclusion opportunities and health promotion.
- Ensuring that the service user understands who to contact within the different agencies involved in the support plan including employment education and training, leisure and culture and faith and community engagement as indicated by individual need.
- Providing support with daily living to empower people to live independent lives.
- Supporting service users to recognise good physical health as well as mental health and encourage them to engage in appropriate interventions such as wellbeing clinics, physical activity and healthy eating.

General work-related expectations

- 15.** To work within both NELFT and Mind in the City Hackney and Waltham Forest's values, ethos and vision
- 16.** To work in accordance with all policies and procedures of both NELFT and Mind in the City Hackney and Waltham Forest, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding
- 17.** To commit to own personal development and attend training or development activities as required
- 18.** To work in accordance with all relevant legislation
- 19.** To undergo regular supervision and at least an annual appraisal
- 20.** To undertake any other duties as required, and as appropriate to the post

Personal specification

The remaining sections outlines what criteria will be used to appoint the suitable candidate.

Criteria marked (E) are essential and (D) are desirable.

Experience, Knowledge, Skills, Abilities - Values and Motivations:

Connected: Creating a compassionate and supportive community.

- Knowledge of NHS mental health services. (E)
- Experience of working with a range of agencies and organisations to develop effective working relationships (D)
- Knowledge of Waltham Forest (community groups, services available as well as local demographics) (D)
- Excellent communication skills both verbal and written (E)
- Ability to communicate complex information to other professionals (E)
- Ability to work well with a multi-disciplinary team. (E)
- Supports NELFT mission and values. (E)

Fair: We strive for equity - no-one's needs should go unmet.

- Lived experience of mental health service use – statutory or voluntary sector – as a service user or a carer. (E)
- Experience of working with people facing a range of barriers and social issues (E)
- Knowledge of mental health issues & conditions, and of the challenges and issues that are likely to affect those who experience such difficulties. (E)
- Experience of providing peer support to those with lived mental health experience (D)
- Safeguarding adults/children experience (D)
- Experience of working with individuals (1-2-1) and groups of people in different settings to help them achieve their goals. (D)

Brave: We walk with people, offering help by doing what works - proven or new.

- Understanding of Peer Support and Personal Recovery approaches (E)
- Awareness of managing self-harm. (D)
- Awareness of substance Misuse. (D)

- Ability to cope under pressure (E)
- Good time management. (E)
- Ability to use a database (E)
- Ability to manage a varied and complex workload effectively (E)
- Enthusiasm (E)
- Probity (E)
- Industriousness (E)
- Personal resilience and flexible attitude in the face of difficulties (E)
- High level of self-awareness – the ability to reflect on own practice and to share personal experience. (E)
- Commitment to personal development and willingness to regularly update skills and experience (E)

Qualifications

- NVQ level 2 or equivalent standard of literacy and numeracy. (E)
- Peer work qualification. (D)