

Job Description	Kensington and Chelsea Mind
Job title	Peer Support Worker
Service	Community Living Well Plus Integrated Mental Health Service: Peer Support
Responsible to	Senior Peer Support Worker
Location:	Community Living Well Plus Hubs and other community locations
Work hours:	37.5 hours per week. Part time applications may be considered. Core hours: Monday to Friday 9am to 5.30pm with adjustments for evening or weekend work. 30 minutes break for lunch.
Specific job requirements:	Flexible hours to cover evenings, weekends and Bank Holidays on a rota system. Adherence with the policies, procedures and operational site arrangements for CNWL Mental Health Integrative Care Hubs. Adherence to the Peer Support Code of Conduct
Salary	£26,511 per annum
Pension	Up to 6% matched contribution
Probationary period	6 months
Annual leave	25 days annual leave TOIL will be given for any additional hours worked.
Employee Assistance Programme	Automatic enrolment
Issued December 2020	This job description may change to meet the needs of the service. The post-holder will be fully consulted about any changes or developments.

1. Introduction

Kensington and Chelsea Mind is a key delivery partner for Community Living Well Plus Integrated Mental Health Service.

Community Living Well Plus is delivered from Community based Hubs located in the North and South of the Borough and other community locations.

Purpose of the role:

The role of Peer Support Worker has been developed specifically for people who have lived experience of mental distress. Peers draw upon their own lived experience of mental health challenges on the one hand and experiences of recovery and resilience, on the other. Through experiential sharing and support, Peer Support Workers can inspire hope and belief that recovery is possible in others.

The postholder will be employed by Kensington and Chelsea Mind to work in the Community Living Well Plus Peer Support Service, this is a non-clinical role.

The Peer Support Worker will provide formalised peer support to service users, to help them regain control over their lives, driven by their own uniquely recovery process.

Within a relationship of mutuality and information sharing, the Peer Support Worker will promote choice, self-determination and opportunities for the fulfilment of socially valued roles and connection to local communities.

The Peer Support Worker will model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness and act as a peer recovery champion for the service.

The Peer Support Worker will foster, promote and embed the principles and values of peer support: equality, authenticity, mutuality, reciprocity, commonality, hope, empathy, trust, diversity, flexibility, solidarity, respect, trust, sensitivity, inclusiveness, choice, safety and opportunity in all aspects of the peer support service.

This role will involve; experiential sharing, mentoring, informal advocacy, connecting relationships and community building.

2. Role context:

The Peer Support Service is part of the Wellbeing Service offer for Community Living Well Plus.

3. Responsibility:

To work as part of the Community Living Well Plus Peer Support Team to deliver a programme of:

- 1:2:1 Peer Support
- Peer Support Groups
- Living Well Workshops
- Social Peer Support

4. Key accountabilities:

To establish supportive and respectful relationships with people using Community Living

Well Plus Peer Support Service:

- To help service users build belief and confidence in their own recovery
- To help service users identify their recovery goals
- To support service users to explore and plan their recovery journey 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 service users to create their own recovery and wellbeing plans
- To promote the 5 ways to wellbeing
- To co-facilitate Peer Support Groups, Living Well Workshops and the Recovery College
- To signpost to various resources, opportunities and activities to promote choice and informed decision making
- To accompany service users to appointments, meetings or activities of their choice, as appropriate - excluding personal care or care assistant duties
- To support the completion of practical tasks aligned to their recovery goals, as appropriate, excluding personal care or care assistant duties
- To work with the team to arrange and deliver a programme of social peer support activities
To provide proactive support to service users with serious mental illness on GP registers to signpost and encourage engagement with support services
- To provide a range of support options to enable more convenient access to peer support, including, meetings in community settings, online platforms and telephone support.

5. Administration

To work with the team to process and induct referrals, data collection and data management, record keeping, responding to enquiries about the service and other admin duties relevant to the post.

6. Team Communication

To attend team meetings and other meetings, as required.

7. Supervision

To attend line management/peer supervision and reflective practice, as required.

8. Training

To attend mandatory training, including but not limited to:

- Peer Support Training
- Mental Health First Aid
- Safeguarding
- Risk Assessment and Risk Management
- GDPR and Data Protection

3 CLW Plus Peer Support Worker

9. Professional responsibilities of all Kensington and Chelsea Mind posts:
To adhere to the following:

Mission and values:

- To be committed to improving the lives of people with lived experience of mental health problems
- To be committed to achieving the best outcomes for services users and carers
- To promote a positive and professional image of Mind's mission, values and services at all times
- To promote equality and challenge all forms of discrimination.
- To promote user involvement and co-production in all that we do
- To promote and facilitate an ethos of recovery, growth and independence in all services and activities
- To contribute to the creation of a diverse working environment where people are valued and can grow and thrive
- To be welcoming and inclusive to people who use and work in Mind services

Operations:

- To adhere to Mind's staff Code of Conduct
- To adhere to Mind's policies and procedures to guide working practice, fulfil professional responsibilities and demonstrate professional boundaries
- To work individually and collectively to ensure that the objectives of the Charity and services are achieved
- To keep informed about mental health trends and best practice models and particular specialisms
- To observe good health and safety practice throughout the organisation, in respect of individuals, premises, safe working practices, lone working and emergency procedures
- To be aware, responsive and proactive, in respect of Mind's duty of care and the safeguarding of vulnerable adults
- To implement Mind's Mental Health Risk Assessment and Risk Management Framework
- To maintain confidentiality and ensure that all information storage and information sharing is processed in compliance with the Data Protection Act GDPR (2018)
- To prioritise, work-plan, organise, monitor and deliver work to agreed standards and deadlines

- To deliver services, meet targets and deliver performance outcomes in line with Mind service contracts, agreements, service specifications, quality standards and individual job descriptions
- To attend and participate in Mind staff meetings, supervision and reflective practice
- To represent your service at external meetings, as agreed by the line manager
- To plan and manage budget resources, within delegated budget authority
- To motivate, lead and manage our workforce of staff and volunteers, where appropriate
- To work with all stakeholders in a professional, confidential, respectful and bounded manner.
- To work independently and as part of a team
- To contribute to the development of services and the wider aims and objectives of the Charity or service
- To demonstrate excellent interpersonal and communication skills
- To use initiative and engage in constructive problem solving skills to achieve positive solutions
- To engage in opportunities for continuous professional development
- To be aware of and utilise Mind's confidential Employee Assistance Programme, if required
- To be a constructive, trustworthy and supportive colleague
- To be aware of Mind's Whistleblowing Policy

Appendix 1: Peer Support Code of Ethics

The following principles will guide Peer Support workers in their various roles, relationships, and responsibilities, supported by regular supervision meetings.

- The principal responsibility of Peer Support Workers is to help individuals achieve their goals guided by the principles of Recovery:
 - Inspiring Hope
 - Facilitating Opportunity
 - Handing back control of difficulties, the way they are treated and their lives as a whole

Peer Support Workers will:

- Conduct themselves in a way that fosters their own recovery
- Share stories of their own recovery as appropriate, in particular the factors that promote their recovery
- At all times, respect the rights and dignity of the people they work with
- Never intimidate, threaten, harass, use undue influence, physical force, or verbal abuse, or make unwarranted promises or benefits to the individuals they work with
- Will not practice, condone, facilitate or collaborate in any form of discrimination on the basis of ethnicity, race, sex, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, or any other preference or personal characteristic, condition or state
- Recommend that the people with whom they work make their own decisions in all matters when dealing with other professionals. Peer Support Workers may advocate on their behalf but always with the goal of handing over control
- Respect the privacy and confidentiality of others
- Not work under the influence of drugs or alcohol
- Work towards full integration of the people with whom they work into the communities of their choice and will promote the inherent value of those individuals to those communities
- Will not enter into personal relationships or commitments that conflict with the interests of those they serve
- Will never engage in sexual/intimate activities with the people they are working with

Appendix 2: Peer Support Worker Person Specification

Experience:

- To have experience of recovering and living well with mental health problems
- 1 year's knowledge, training or experience in peer support work

Practice Issues:

- Knowledge of recovery focused approaches in mental health
- Knowledge of the values and principles of peer support
- Knowledge of mental health and associated physical conditions
- Understanding of the impact of stigma and discrimination
- Knowledge and commitment to service user's rights
- Knowledge of local organisations and services and the provision of mental health care
- Knowledge and ability to work with issues of confidentiality, consent and information sharing
- Knowledge and application of safeguarding procedures
- Knowledge of self-harm and suicide prevention and procedures for maintain safety
- Ability to plan and prioritise work and meet deadlines
- Computer Literacy in Microsoft Office
- Proficient and confident in using Zoom, Teams and Skype to deliver support options

Communication and Engagement Skills:

- Ability to use experiential sharing of own lived experience
- Excellent written and non-verbal communication skills
- Ability to communicate with people from different cultures, background and experiences
- Ability to communicate with a wide range of service users, carers, professionals and agencies
- Ability to use active listening and communications skills in a peer relationship
- Ability to engage and support families and carers
- Persuasive and reassurance skills required to receive sensitive information from others
- Ability to establish and maintain sound working relationships
- Ability to manage conflict and help others to do so
- Good team-working skills

Self-care and Support:

- Ability to monitor and respond to the need for self-care
- Ability to make effective use of supervision

Supporting Self-Management:

- Ability to collaboratively discuss care and support options
- Ability to contribute to individual care and recovery plans
- Ability to support access to care and sources of support
- Ability to support transitions in care

Working with Teams and Promoting People's Rights:

- Ability to work as part of a team
- Ability to work with other organisations and services
- Ability to offer a recovery-oriented perspective
- Ability to promote the rights of people being supported

Intervention Skills:

- Ability to provide individual and group interventions
- Ability to support the use of digital interventions
- Ability to help people develop coping and problem-solving skills

Meta Competencies:

- Appropriate attitudes, values and style of interaction
- Ability to respond to feedback
- Ability to focus on self-care

Emotional Effort

The role can be emotionally demanding due to the nature of the distress that may be experienced by some service users and the workers own lived experience. Issues may be encountered that may be emotionally distressing for the per support worker involved.