**COMMUNITY360**

# JOB DESCRIPTION & PERSON SPECIFICATION

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| **Job Title** | Peer Support Worker (EO) |
| **Responsible to** | Chief Executive Officer (CEO) |
| **Location** | The post holder may be required to work at any establishment at any time throughout the duration of their employment, normally within the locations of C360 or as set out under the terms of their contract. |
| **Accountability** | Assist the Engagement Manager/Senior Engagement Officer to be fully accountable for the performance management of contractual key performance indicators and qualitative and quantitative delivery within this portfolio.  Ensure you take ownership and accountability for the areas of responsibility within your remit as detailed in this Job Description and any appendices therein. Be aware of all programmes of work within the Thriving Communities portfolio. |

### Purpose of Job

As an integral and highly valued member of the Primary Care Mental Health Team, the PSW will provide formalised peer support and practical assistance to service users in order for them to regain control over their lives and their unique recovery journey.

Through sharing the wisdom of one’s own lived experience of recovery, the PSW will inspire hope and belief that recovery is possible. Within a relationship of mutuality, they will facilitate and support information sharing to promote choice, self-determination and opportunities for the fulfilment of socially valued roles and connection to local communities.

**Programme Related Duties**

Where the term “service users” is used, this includes individual service users, people with lived experience, their family members and carers.

**General**

1. To improve the lives of people with mental ill health by minimising the impact of their condition through the development of stronger relationships, including those with local assets, to promote recovery and wellbeing
2. To be compassionate in meeting the needs of people and their carers
3. To work closely with, and facilitate connection between, Primary Care and Community health care colleagues and community assets within the locality regarding the mental health needs of their adult practice population.
4. To establish strong links with the specified funded community projects.

**Communication and Working Relationships**

1. To acknowledge the key principles for supporting those who have Severe Mental Illness (e.g. being compassionate, demonstrating empathy, validating the person’s current emotional context, staying calm and being clear, consistent and reliable).
2. To work with multi-disciplinary teams to support service user access to support and/or services to meet their needs. To accept and respect service users’ personal beliefs, uniqueness and identities. Working and communicating in a way that acknowledges the personal social, cultural and spiritual strengths and needs of the individual.
3. To be aware of, teach others and challenge issues in relation to stigma, low expectations and anti-discriminatory practice as appropriate.
4. To attend multidisciplinary team and other meetings as appropriate, and champion a recovery and holistic approach to care. To actively participate in regular supervision and be willing to reflect on interpersonal dynamics.

**Caring Responsibilities**

1. To support service users to direct their own recovery process through encouraging them to work collaboratively with teams, and where possible, carers, to identify their own goals and needs and to co-produce care plans to support these.
2. To assist service users to identify their strengths, personal interests and goals, and support them to access and participate in activities which meet these, whilst demonstrating acceptance of and respect towards service users' personal beliefs, uniqueness and identity.
3. To support service users to maintain and/or develop positive relationships with others and learn how to improve or eliminate unhealthy relationships.
4. To provide support to service users in the community and maintain continuity of contact if they are an inpatient, as appropriate to the role.
5. To facilitate the individual to move through and beyond community services.
6. To model/mentor a recovery process and demonstrate coping skills, using own experience.
7. To contribute to the assessment, planning, implementation and review of care with multidisciplinary teams.
8. To accompany service users to appointments, therapeutic or social, and community-based activities, as appropriate.
9. To work with their allocated service users as they navigate community assets to assist recovery.
10. To assist service users to integrate into the service and local area and support them to access information on health promotion, mental and physical wellbeing.
11. To assist the service user to understand their rights and choices within the services in which they participate.
12. To offer transitional support and aid navigation for Peers and Carers to access EPUT, third sector providers and community resources as the need dictates.
13. To promote opportunities for peer support and involvement in a variety of settings.

**Risk Management**

1. To manage and work effectively in line with risk policies and procedures, whilst supporting an individual's recovery.
2. To ensure any observed concerns regarding an individual's wellbeing, including any issues of safeguarding, are raised with the team at the earliest opportunity.
3. To report any untoward incidents or unusual occurrences to management immediately.
4. Infection Control – to be responsible for the prevention and control of infection.

**Strategic And Operational Responsibilities**

1. To embed recovery values and the ethos of peer support into Mental Health Services and champion the role of Peer support worker within the service, C360 and in the community and share best practice.
2. To bear a caseload that will be dependent on capacity and demand, and individually negotiated with supervisor/line management.
3. To plan, manage and prioritise own workload.
4. To positively promote and support independent living by maintaining knowledge of and links with community organisations, especially in relation to employment and leisure.
5. To maintain up-to-date knowledge of legislation and national and local policies in relation to the specific service user group and peer support.
6. To attend operational and strategic meetings as identified and agreed with line manager, and contribute to development of Peer Support Worker roles in the ICS.
7. To attend peer professional development forums.
8. To read and understand the statutory requirements of the Mental Health Act 1983.
9. To ensure day-to-day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience
10. With the team managers and lead clinicians, play a lead role in the development of the Peer support worker team and the role of the peer support worker. Promote and encourage the development of the peer support initiatives.

**Administration and Information Systems**

1. To comply with C360’s policy regarding the use of the intranet, internet and e-mail and the requirements of the Freedom of Information Act.
2. To maintain a record of activities in which engaged. To uphold data protection legislation and only share client information as per EPUT’s information governance policy, information-sharing protocols and client confidentiality agreements.
3. Use of C360 computers, mobile phones and other software.

**Additional Duties**

1. Complete mandatory training in line with C360 policy and procedures
2. To participate in the staff appraisal process and to undertake for any staff you manage.
3. To keep yourself updated on all matters relating to policy changes.
4. To provide management supervision where appropriate.
5. To complete regional Peer Support Worker training.
6. The role is likely to involve a mixture of office working, home working and working in the community, and will involve an element of travel across the area.

**Co-Operation & Representation**

1. Promote co-operation, joint action, partnership working and exchange of ideas between voluntary organisations and groups and all partners/Stakeholders.
2. Assist local community groups to adequately represent themselves in the partnership working process.
3. Represent C360 on appropriate local and regional bodies.
4. Develop close working relationships with local statutory agencies, maintaining and enhancing the conduit between both voluntary and statutory partners.

**Development & Reporting**

1. Prepare, write, and present monitoring and evaluation reports and case studies for appropriate internal and external stakeholders.
2. Keep abreast of current social, economic, political, environmental, legal, and other trends and developments which are likely to influence the work of the Community Development Project and provide information on these.
3. Identify opportunities for new developments, projects, and initiatives to meet the changing needs of the local community, within the aims, objectives and priorities of Community360 and, where appropriate, to act on these opportunities.
4. Organise and contribute to the organisation of meetings, room bookings, ensuring that appropriate paperwork is completed, and statistics recorded.
5. Facilitate, organise, and contribute to the development of appropriate training courses for the benefit of the local community.
6. Ensure that all information and databases are kept up to date.
7. Respond to enquiries from organisations and/or members of the public with regard to activities in the local third sector, i.e. perform database searches and source information as appropriate.
8. Organise, contribute to and, when delegated by the SEO, oversee exhibitions, displays and assist with press coverage and media.

**Overall**

1. Ensure that C360’s policies and procedures are followed in all areas of work of C360.
2. Comply with the UK General Data Protection Regulations (GDPR) of the Data Protection Act 2018, following guidelines as per C360 processes.
3. Attend as appropriate, and participate in, internal meetings of the organisation, including, but not limited to, staff meetings, board meetings, the Annual General Meeting and Away Days promoting staff professional development and awareness.
4. Work co-operatively with other members of staff and act as an effective team member, promoting mutual respect amongst colleagues and a positive persona.
5. Comply with the internal and external monitoring and recording requirements of the organisation for accountability purposes.
6. Provide local intelligence and knowledge to the organisation, galvanising communication throughout, which would usefully inform discussions and decision making.
7. Assist with co-ordinating and attend community events during the year, maintaining a flexible approach.
8. Contribute to marketing C360 services including but not limited to social media, website, newsletters, leaflets, presentations and any other marketing tools.
9. Pursue and undertake any training and personal development of skills necessary for the effective performance of your role, as agreed with your line manager, maintaining your training record in conjunction with Support & Supervision.
10. Ensure all information (including the shared drive) is kept confidential, in appropriate files, up to date and accurate.
11. Carry out other duties in line with the above primary duties, which are held to be within the scope of this post.
12. Ensure that all services are provided in line with all C360 strategic and delivery plans.
13. Take ownership and responsibility of communication both internally externally ensuring the sharing of appropriate information where necessary. Continuously explore effective ways of working within the C360 Team.
14. From time to time you may be required to work unsociable/additional hours (evenings and week-ends) for which time off in lieu (TOIL) will be given
15. The job role may require at times, travel across Essex, the region and nationally

**PERSON SPECIFICATION – Peer Support Worker**

**How to evidence the criteria on your covering letter:**

As a **minimum**, please evidence as follows: **E1, E2, E3, E4, E5, E6, E7, E10, E11, E15**

Please consider C360’s values when providing your evidence, which underpin our Purpose of ‘**Through partnership working we will foster resilient, thriving and inclusive environments so everyone can live their best lives’:**

* **Leadership**: we seek to provide passionate, intelligent leadership for our communities
* **Collaboration**: we maximise our impact by building partnerships to work with communities
* **Honesty**: we maintain a reputation for integrity and trust
* **Creativity**: we are open-minded, we challenge how things are done and develop new approaches
* **Inclusiveness**: we seek to involve everyone, are friendly and caring
* **Excellence**: we value quality in everything we do

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| **No.** | **Knowledge** | **Shortlisting**  **Via** | **Score** |
| E1 | Understanding of the challenges experienced by people with complex mental health conditions.  (Personal lived experience of managing or living with complex mental health issues).  Experience of working alongside mental health professionals. | Application |  |
| E2 | Knowledge and understanding of community and voluntary groups operating in the local area | Application |  |
| E3 | An awareness of the current health and social care climate | Application |  |
| E4 | Ability to build strong relationships and work collaboratively with community members, leaders, local authority, and professionals | Application |  |
| E5 | Personal experience of engaging in support networks | Application |  |
| E6 | Excellent communication (written, verbal and listening) skills with an ability to write reports and papers | Application |  |
| E7 | Competent and secure use of IT, including Email, Internet, MS Office 365, Database and Cloud technologies | Application |  |
| E8 | Ability to prioritise tasks, workload and possess good time management skills | Interview |  |
| E9 | Experience of setting and maintaining appropriate boundaries with community members and professionals | Interview |  |
| **No.** | **Qualifications, Education and Training** | **Shortlisting via** | **Score** |
| E10 | Good, all-round secondary education. | Application |  |
| E11 | Commitment to self-development and continuing professional development | Application |  |
| **No.** | **Personal/ Behavioural Characteristics** | **Shortlisting via** | **Score** |
| E12 | Discretion and confidentiality combined with sensitivity and diplomacy. | Interview |  |
| E13 | Ability to work in a recovery orientated, person-centred, non-judgemental manner | Interview |  |
| E14 | Shares the organisations values | Interview |  |
| E15 | A commitment to equal opportunities & an understanding of the impact of deprivation and discrimination on communities, families and individuals | Application |  |
| E16 | Demonstrates determination and resilience to complete work in the face of challenges | Interview |  |
| E17 | Team player with an open and honest manner, ability to build effective relationships with a wide range of individuals | Interview |  |
| E18 | Ability to work hours in a flexible way, including evenings and weekends to meet the needs of the service and to adapt to different environments including lone working | Interview |  |
| E19 | Accountable for own professional actions and ability to work autonomously, including planning and organising own workload. | Interview |  |
|  | **Additional Requirements** |  |  |

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| **No.** | **Knowledge** | **Shortlisting via** | **Score** |
| D1 | Knowledge of Mental Health Act | Application |  |
| D2 | Deliver presentations and speak in public | Interview |  |
| **No.** | **Experience & Skills** | **Shortlisting via** | **Score** |
| D3 | Ability to provide calm, consistent support to those experiencing a mental health crisis.  Experience of working with volunteers, 3rd sector organisations and/or community and social enterprise organisations | Application |  |
|  | **Qualifications, Education and Training** |  |  |
| D4 | Working knowledge of Safeguarding of Vulnerable Adults framework | Application |  |
| D5 | Mental Health First Aid or similar awareness course | Application |  |
|  | **Additional Requirements** |  |  |
| D6 | Experience of working within a multicultural framework.  A driving licence and access to own vehicle. | Application |  |

## Valuing Equality, Diversity & Inclusion

Community360 is an equal opportunity employer and is fully committed to a policy of encouraging equality, diversity and inclusion among its employees and job applicants and treating all of its employees and job applicants equally, fairly and without bias. Community360 will avoid unlawful discrimination in all aspects of employment including recruitment and selection, promotion, transfer, opportunities for training and development, pay and benefits, other terms of employment, dealing with grievances and discipline, performance management, requests for flexible working, selection for redundancy and dismissal.

Community360 will take all reasonable steps to employ, train and promote employees on the basis of their experience, abilities and qualifications without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origins and caste), religion or belief, sex or sexual orientation. In this policy, these are known as the “protected characteristics”. Community360’s aim is for its workforce to be truly representative of all sections of society, and for each employee to feel respected.

**Disability Confident**

We are a Disability Confident Employer and have made a positive commitment to inclusion and diversity and welcome applications from people with a disability or long-term health condition.   Part of our commitment is to offer all disabled candidates an interview who meet the minimum essential criteria for the role as set out on our Person Specifications.

We will ask you to let us know if you require any reasonable adjustments to be made throughout the recruitment process to ensure inclusion and if you would like to discuss the recruitment process in advance, including what reasonable adjustments would be required, you can call Tracy Fortescue, Head of Corporate Services on **01206 505250**.  If we offer you the position, we are committed to making reasonable adjustments wherever possible to your working environment.

**Safer Recruitment**

Community360 is committed to safeguarding and ensuring the welfare of vulnerable adults, children and young people.  We expect all employees and volunteers to share this commitment.

The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.  We have safeguarding policies in place which staff/volunteers are expected to read at induction and keep up to date with any policy changes throughout their employment and/or volunteering experience.

**Employer Family Friendly Charter**

C360 have signed up to the Essex County Council’s Employer Family Friendly Charter. The Charter is a set of minimum principles that employers in Essex should meet to be deemed family-friendly and sets out how we can help parents and carers manage their work and caring commitments.

**Amendments** – this description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.

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| **Office Use only:** | |
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| **D** |  |
| **Total** |  |
| **Max score** | **/** |
| **Interview** | **Y / N** |