

### Job Details

<b>Job Title:</b>	Peer Support Worker
<b>Hours:</b>	35 hours or 21 hours per week (including 1 weekend day per month)
<b>Salary:</b>	£23,000 (FTE)
<b>Location:</b>	Swindon/Community
<b>Reports to:</b>	Service Manager

### Job Purpose

Join a team with a bold mission – at Swindon & Gloucestershire Mind, we are dedicated to reshaping the landscape of mental health and emotional well-being in our community. We believe in empowering individuals with opportunities for a richer life. The role of a Peer Support Worker has been developed specifically for people who have lived experience of mental health and are able to use their experience to offer empathy and understanding to others.

We are part of the Third Sector Alliance. Across Bath & Northeast Somerset (B) Swindon (Swindon) & Wiltshire (W), BSW, the four signed partners for Third Sector are:

- Swindon and Gloucestershire Mind (Swindon)
- Bath Mind (B&NES)
- Rethink Mental Illness (Wiltshire)
- Alabaré Christian Care and Support (Wiltshire)

As part of the national Community Services Mental Health Framework (CSF) we are working across the sector together with Avon and Wiltshire Mental Health Partnership NHS Trust and Oxford Health Foundation NHS Trust to provide accessible, responsive, and inclusive mental health support across the local area. This system-wide transformation will redesign how community mental health services are delivered and experienced, placing communities and individuals at the heart of what we do and how we do it.

#### What You'll Do:

- **Collaboration and Efficiency:** Work hand-in-hand with existing Mental Health Provision for people and their families, as well as other local agencies/organisations to effectively support people transitioning from services.
- **Innovation and Empowerment:** Channel your passion into providing evidence-based interventions, becoming key in shaping this role as the service develops as well as providing support to the core Access Community Mental Health team.

#### Why Join Us:

- **Impact Matters:** Join a team where your work directly transforms lives and contributes to a healthier community.
- **Personal Growth:** We offer professional development opportunities that will enrich your career and help shape the future of mental health services in Swindon.
- **Collaborative Culture:** Work alongside like-minded individuals who share your passion for making a meaningful impact.

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### Peer Support Worker (Access)

Together, we can build a brighter, healthier future for Swindon. Your leadership can make all the difference.

#### Key Responsibilities

##### 1. Deliver Person-Centred Support to People Accessing S&G Mind

- Encourage, inspire, motivate and support people who access the service.
- Use personal experiences of recovery and coping to build connection and provide support.
- assist in carrying out a comprehensive and holistic assessment and developing a safety plan to promote the person's ability to engage with appropriate services.
- Support people accessing services to identify ways in which they can achieve their own goals.
- To promote the 5 Ways to Wellbeing Model as part of the organisation's support offer.
- To utilise the use of the UK Mental Health Triage Scale (UK MHTS) when completing risk assessments for people being supported.
- Ensure that the person accessing the service understands and has a clear pathway of support across sector/agency boundaries with key contact points/named staff.
- Support the team and individuals in implementing interventions/safety plans and provide practical support to people in developing their resilience toolbox, as well as, accessing services such as benefits, housing and welfare rights etc.
- Signposting individuals looking for further support to other local organisations that might be able to support them.

##### 2. Partnerships and Meetings:

- Work alongside the Wellbeing Practitioner and partners as part of the Multi-Disciplinary Team (MDT)
- Assist the Wellbeing Practitioner in carrying out a comprehensive and holistic assessment and developing a safety plan to promote the person's ability to engage with appropriate services.
- Be part of a team that builds and sustains a positive, dynamic can-do culture, making the organisation a great place to spend time.
- Attend and contribute to regular team meetings to maintain effective communication and awareness of progress and development within the organisation and in mental health services in general.
- Be prepared for, attend, and engage in staff meetings, supervision, appraisal, and training as agreed with the wider organisation and your line manager.

##### 3. Record Keeping and Reporting:

- Maintain accurate, confidential records using electronic systems.
- Produce regular outcome reports demonstrating the effectiveness of the service and highlighting gaps in provision.

#### General Responsibilities

The following are applicable to all employees and posts:

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#### **1. Guardian of Confidentiality:**

Safeguard the privacy and trust of individuals by maintaining meticulous, accurate records and adhering to data protection procedures.

#### **2. Collaborative Data Excellence:**

Work harmoniously with colleagues to ensure that our internal systems run smoothly, from record-keeping to GDPR compliance, enabling us to operate seamlessly and securely.

#### **3. Data Mastery and Reporting:**

Fulfil general administrative duties, skilfully collecting, monitoring, and reporting data outcomes. Ensure our ICT systems and data recording practices align with the organisation's policies and procedures.

#### **4. Safe and Sound:**

Ensure strict compliance with legal and health and safety regulations, guaranteeing the well-being of our team and the people we serve, in accordance with our health and safety policy.

#### **5. Championing Our Cause:**

Establish connections with relevant statutory and third-sector organisations, extending our reach and promoting our services to high-risk groups. Be a vital link in building relationships and expanding our service offering.

#### **6. Be the Voice of Policy and Procedure:**

Stay up to date with legislation, national and local policies, and ensure that your work aligns with the organisation's policies and procedures, current legislation, and quality standards.

#### **7. Lifelong Learning and Positive Culture:**

Contribute to a team that thrives on positivity, dynamism, and a can-do attitude, making our organisation a remarkable place to grow and contribute.

#### **8. Effective Communication and Awareness:**

Attend and actively participate in regular team meetings, ensuring that our collective communication is strong, and awareness of our progress and development is maintained.

#### **9. Continuous Professional Growth:**

Be proactive in your professional development. Attend and engage in staff meetings, supervision, appraisal sessions, and training opportunities as agreed upon with your line manager.

#### **10. Collaborative Leadership:**

Work closely with the Management and Senior Leadership Team (SLT) to steer our organisation toward success.

#### **11. Advocate for Wellbeing:**

Promote the 5 Ways to Wellbeing Model as an integral part of our support offer, contributing to the holistic well-being of those we serve.

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#### 12. Expert Risk Assessment:

Utilise the UK Mental Health Triage Scale (UK MHTS) for thorough risk assessments, ensuring that we provide the best support and care to individuals in need.

Join our team and become an essential part of our mission, contributing to the well-being of our community while enjoying a supportive, dynamic, and growth-focused environment. Your work will make a tangible difference in the lives of those we serve.

### Person Specification

Our duty to quality means we need a workforce that have the mandatory skills, knowledge, and attitudes, in which we can continuously adapt to improve service delivery to meet the challenges and changes faced.

*\*Essential (E) or Desirable (D)*

#### 1. Passionate Service Advocate:

- We are seeking individuals who are passionate about delivering quality services and are dedicated to continuously adapting to meet the evolving challenges and changes in the field (E).

#### 2. Valuable Experience:

- Relevant experience of providing support to individuals with mental health needs (D)
- Personal experience of living with poor mental health (E)

#### 3. Skills and Abilities:

- Excellent communication skills and relationship development (E).
- Ability to manage conflicting priorities and one's own time with minimal supervision (E)
- Ability to act calmly in emergencies, responding in a professional manner to stressful and challenging behaviour (E)
- Reflective and open to feedback (E).
- Proficiency in collecting and presenting data (E).
- IT skills, including Microsoft Office and electronic record keeping (E).

#### 4. Knowledge:

- Knowledge of safeguarding and protection of vulnerable adults (D).
- Knowledge of mental health services in Swindon (D).
- Understanding of General Data Protection Regulations (GDPR) and confidentiality (E).

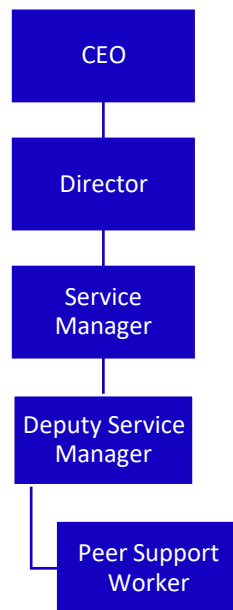
#### 5. Positive Attitudes:

- A personal and professional philosophy which aligns with the vision, mission, and values of the organisation. (E)
- A positive, proactive approach. (E)
- An approach that is non-judgemental, non-discriminatory, and empathetic. (E)

#### 6. General:

- Ability to travel to venues across Swindon and Gloucestershire (E).
- Must have access to a vehicle as a means of transport (D)
- A flexible approach to work (E).

## Organisational Chart



## Organisational Values

Swindon and Gloucestershire Mind have a set of values, vision, and mission all of which feeds into the organisation's behavioural framework.

### Our Values:

Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.

### Our Vision:

Creating services where people are recognised, valued, and supported.

### Our Mission:

Provide advice and support to empower anyone experiencing a mental health problem.

We are seeking someone who will lead by example, demonstrating the organisation's behavioural framework:

- Trust and Respect
- Communication
- Responsibility
- Collaboration
- Excellence
- Leadership

## Training and Support

### 1. Investing in Your Future:

We believe that your growth is our growth. Our commitment to training and development is an essential investment in your future and our organisation's success. Well-planned and expertly

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delivered training enhances efficiency and effectiveness, benefiting both you and the services we provide.

#### **2. Generous Annual Leave:**

Enjoy a healthy work-life balance with 25 days of annual leave, plus an additional 8 days of bank holiday entitlement (pro rata for part-time staff). Your time to rest and recharge is important to us.

#### **3. Embracing Flexibility:**

We understand that one size doesn't fit all. We offer flexible working arrangements, which may involve a mix of office-based, community outreach, remote work, and adjustable shifts as needed. Your preferences matter.

#### **4. Personalised Support and Growth:**

Benefit from personalised group and individual supervision, including regular debrief meetings with your line manager. Our flexible approach ensures you have the support you need to thrive in your role, with online or alternating venue options between Swindon and Gloucestershire.

#### **5. Comprehensive Induction:**

You'll receive a comprehensive induction tailored to your job role and working environment. This includes a specific training program that aligns with your role and service area, ensuring a smooth and informed transition into your new position.

#### **6. Lifelong Learning and Accreditation:**

We're dedicated to your professional development. You'll have access to ongoing learning opportunities, including accredited Continuous Professional Development (CPD) training and recognised mental health courses. Your skills will continue to grow throughout your career with us.

#### **7. Secure Your Future:**

Plan for a secure future with our portable pension scheme provided by Aviva. We're committed to helping you build financial stability and peace of mind.

#### **8. Make a Meaningful Impact:**

Join us and make a real difference in your local community. Collaborate closely with our external partners to shape our organisation, contribute to our policies, strategies, and future development. Your work will directly impact those who are struggling with their mental health and well-being. At S&G Mind, training and development are more than just words. They're a commitment to your growth, well-being, and the opportunity to contribute meaningfully to our community. Join us and be part of a team that cares about your success as much as its own.

## Further Information

These duties are intended to be a guide to the post\* and should not be considered exhaustive. The role is subject to review, depending on the needs of Swindon and Gloucestershire Mind. The post holder will be encouraged to participate in any such review.

*\*Hours may change depending on the need i.e., covering absence, annual leave and sickness and will be reviewed regularly during supervision.*

## Conditions of Employment

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New employees will be subject to a six-month probationary period and will be subject to an enhanced Disclosure and Barring Service (DBS) check and references.

To apply, please check our website: <https://www.sgmind.org.uk/vacancies/>

For any enquiries or questions, please email: [recruitment@sgmind.org.uk](mailto:recruitment@sgmind.org.uk)