

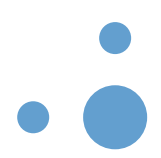


WSUP

WOOLWICH SERVICE USERS PROJECT

Peer Recovery Worker

Recruitment pack - July 2026



“Thank you for your interest in joining our amazing team at Woolwich Service Users Project (WSUP). I’m really excited that you’re considering joining us as a Peer Recovery Worker.

We’re looking for someone who holds optimism for change, shares our values and can help people understand their options, prepare for appointments, overcome barriers and stay connected with the services.”

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Darek Karwacki

Chief Executive Officer, WSUP



About WSUP

The vision for Woolwich Service Users Project (WSUP) is a community free from hardship and housing instability. Since 2017, we've been working in the heart of Woolwich to support people experiencing poverty, homelessness, addiction, and poor mental health. Our approach combines immediate, compassionate care - hot meals, clean clothes, safe space - with a longer-term commitment to advocacy, trauma-informed support, and co-produced change.

We care about healthy community. Whether it's ensuring someone can access Hepatitis C testing, housing advice, mindfulness sessions, or peer-led recovery support through trusted partners, we are here to walk alongside our guests with empathy, dignity, and respect. We're proud to have won the Royal Greenwich Business Award 2024 in the Health and Wellbeing category - and with over 10,000 visits past year alone, WSUP is now one of the busiest place-based charities in the borough.

WSUP's work is shaped by nine core values - from radical listening and inclusion, to kindness, professionalism, and solidarity. These values underpin everything we do.

Our ambition for 2026-2028 is to prevent and ultimately end homelessness within our local community. To achieve this ambition, we are inviting applications for a Peer Recovery Worker to join WSUP and help people affected by homelessness, addiction and multiple disadvantage build trust, reduce harm and take steps towards recovery, stability and independence.





9 CORNERSTONES OF WSUP

No judgment. We welcome every person with openness and without stigma or prejudice.

Inclusion. We create a space where everyone belongs, regardless of their race, gender, faith or cultural background.

Dignity. We treat every individual with respect, compassion, and humanity.

Radical Listening. We listen deeply, honouring each person's voice and experience.

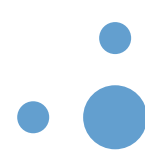
Empathy. We meet people where they are, seeking to understand their needs and emotions.

Kindness. We provide practical, meaningful support through kindness.

Professionalism. We act with integrity, reliability, accountability and care in all that we do.

Solidarity. We stand alongside people experiencing homelessness.

Advocacy. We advocate for change and work with trusted partners to transform the policies, systems, and perceptions that contribute to homelessness.





Our four strategic priorities

Lived leadership. Our work at all levels is guided by the lived experiences of those we support, ensuring services are co-produced, relevant, and rooted in empathy and trust.

Good place to work. We prioritise the wellbeing and development of our staff and volunteers, knowing that compassionate care begins with a supported and inspired team working in a safe environment.

Public presence. We are building a strong and trusted public presence that communicates our impact, grows engagement, and attracts support for long-term change.

Ambition-led funding. We pursue funding that aligns with our values, enabling us to grow our services, invest in our team and volunteers, and elevate our commitment to preventing and ending homelessness.





“I have loved seeing you embrace the recommendations so wholeheartedly and already making progress on some of them! Excited to see more on your strategic priorities and plans for the future, and to continue to lend my support where I can.”

— Caroline Gormley, supporting WSUP as a Fundraising Consultant (pro bono)

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The Role

Title	Peer Recovery Worker
Salary	£31k per annum, depending on experience.
Contract and hours	Full time (40 hours per week) on rota basis (Mon-Sat)
Location	WSUP, 107 Brookhill Rd, SE16
Reports to	Service Delivery Manager
Line management	N/A



Purpose of the role

The Peer Recovery Worker will support people who are sleeping rough, at risk of rough sleeping, or going through important stages in housing and recovery. The main purpose of this role is to help reduce the harm caused by rough sleeping.

You will listen, build trust, give practical help and share clear information. You will help people connect with the right support, including housing, health care, drug and alcohol services, benefits advice, community groups, and services based at WSUP.

WSUP is not a drug and alcohol treatment provider, so this role does not involve clinical treatment or specialist interventions. Instead, you will help people understand their options, prepare for appointments, overcome barriers and stay connected with services that can meet their needs.

You do not need to have all the answers.

We are looking for someone who is kind, reliable, calm and able to support people without judgement.

We welcome applications from people who have lived experience of homelessness, addiction or recovery, and who feel ready to use that experience to support others safely and positively.



Key Responsibilities

Engagement

- Build trusting and respectful relationships with people experiencing rough sleeping, homelessness, substance use, poor mental health or social isolation.
- Engage people in the TPG cohort through drop-ins, planned appointments, informal conversations and outreach.
- Provide emotional and practical support, listening and helping people feel heard.
- Use lived experience, where appropriate, to build connection, reduce stigma and inspire hope.
- Encourage people who may be unsure about housing, treatment or other support to explore their options at their own pace.
- Maintain contact during periods of disengagement, relapse, crisis or transition, within the boundaries of the role.
- Help people identify their own goals, strengths and next steps.
- Support or co-facilitate peer, recovery or wellbeing activities where appropriate.
- Support day-to-day service delivery by staffing open sessions including Saturdays (on rota), covering reception duties and attending relevant team and management meetings.

Practical support and navigation

- Provide clear, accurate information about local treatment, health, housing, benefits and community services.
- Introduce people to co-located services at WSUP and help them understand what each service can offer.
- Provide warm handovers and accompany people to appointments where this is helpful, agreed and within the service plan.
- Help people with practical tasks such as phone calls, forms, identification, benefits enquiries and gathering information for appointments.
- Work closely with treatment, outreach, housing, health and other partners so that support is coordinated and responsibilities are clear.
- Advocate for people when stigma, exclusion or difficult processes create barriers to support.
- Support people at key transition points, including moving from the street into accommodation, leaving hospital, prison or treatment, or returning to services after disengagement.
- Help people connect with local groups, activities and community support that may improve wellbeing and reduce isolation.

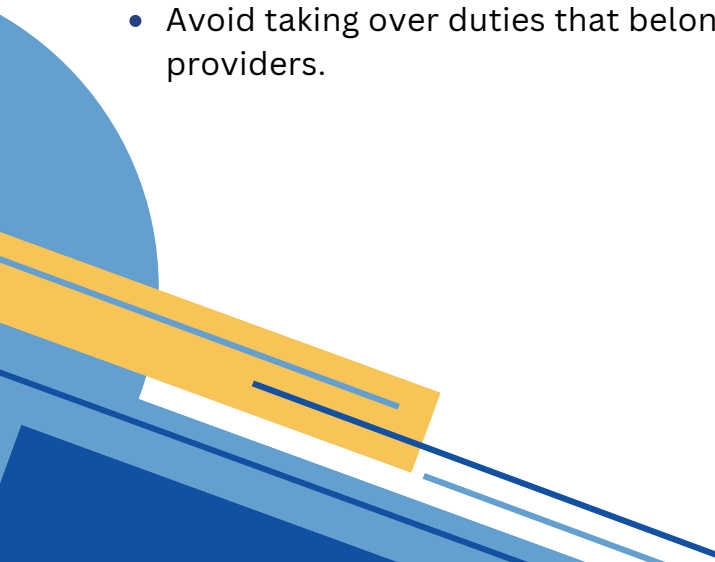


Key Responsibilities

Recording, safety and outcomes

- Record all contacts, actions, referrals, risks and outcomes accurately and promptly on WSUP's case management system.
- Complete triage/ONS4 wellbeing monitoring at the agreed stages.
- Complete ERSRAT monitoring across the newly registered guests, active caseload, including baseline information and follow-up reviews.
- Identify safeguarding concerns, immediate risks and changes in a person's situation, and report or escalate them without delay.
- Follow WSUP procedures on confidentiality, consent, information sharing, lone working, incidents, professional boundaries and health and safety.
- Contribute to support plans, case reviews and multi-agency discussions.
- Help collect guest feedback, case studies and evidence of outcomes, with appropriate consent.

Working with co-located services

- Welcome and introduce people to visiting and co-located professionals.
 - Help guests prepare for conversations with treatment, housing, health, benefits and other services.
 - Share relevant information in line with WSUP policies and procedures.
 - Follow up agreed actions and help guests understand what will happen next.
 - Avoid taking over duties that belong to specialist, statutory or treatment providers.
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Person Specification

Essential skills & experience

- Experience of supporting people affected by homelessness, rough sleeping, substance use, poor mental health or other disadvantages.
- Ability to build trusting relationships with people who may have had poor experiences of services.
- Good listening, communication and practical problem-solving skills.
- Ability to explain information clearly and support people to make their own choices.
- Ability to work positively with colleagues, co-located services and external partners.
- Ability to maintain clear professional boundaries.
- Ability to recognise and respond to safeguarding and risk concerns.
- Ability to organise a varied workload and keep accurate records.
- Commitment to equality, inclusion and non-judgemental practice.
- Willingness to work flexibly, including outreach and occasional evening or weekend work where agreed.

Desirable skills & experience

- Personal lived experience of substance use, recovery, homelessness or related issues, with the ability to use this experience safely and appropriately.
- Peer mentor or peer support training or qualification.
- Experience of helping people access treatment, health, housing or community services.
- Knowledge of local services in Greenwich or South East London.
- Basic computer skills. Training and support can be provided.

This role is subject to enhanced DBS checks, satisfactory references, and verification of the right to work in the UK.



What we offer

- The opportunity to make a real impact in a grassroots charity supporting local communities.
- Flexible working arrangements.
- Professional development and training opportunities.
- A supportive and inclusive team culture, with a strong emphasis on lived experience and trauma-informed practice.

How to apply

- To apply, please complete the application process via Charity Jobs recruitment platform.
- If you have questions about the role, please contact us via: jobs@wsupwoolwich.org
- **Please note:** we'll conduct interviews as suitable candidates apply and we're ready to hire if we find the right person before the job ad closes.

Closing date: 10am, Monday 10 August 2026

THANK YOU!

