

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Liaison and Diversion

POST:	Peer Support Worker
SALARY:	Real Living Wage
LOCATION:	The Humber Region
ACCOUNTABLE TO:	Peer Support & Volunteer Coordinators / Service Managers
RESPONSIBLE FOR:	N/A

ORGANISATIONAL EXPECTATIONS:

Inspire North aims to provide a high-quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Inspire North is an ambitious, forward-thinking organisation and you must be committed to developing and enhancing the services we provide.

Community Links as part of the Inspire North Group is a provider of mental health support services to socially excluded groups working with vulnerable and disadvantaged individuals and families. We deliver a range of creative services in partnership with organisations who share our values across sectors and communities.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of the Inspire North Group at all Times.

We are proudly and actively anti-racist and as such, you are expected to drive the anti-racism agenda forward.

OUTLINE OF POST:

Due to the nature of the role, the Peer Support Worker must be someone who have lived experience of the criminal justice system within the last two years. This could include being involved with probation services, recent prison leavers, or experience of being arrested or cautioned.

Additional experience could include overcoming substance misuse, issues experienced homelessness/risk of homelessness, in the past breakdown of family relationship.

In this role, you will provide Peer Support within the Liaison & Diversion Service through personal lived experience of the criminal justice system.

You will offer personalised support to service users and forge improved engagement with mainstream services such as substance misuse, mental health support, housing, and counselling.

You will also offer 1-1 support to service users to engage with services offering hope that recovery is possible.

This post will be subject to a full enhanced DBS background check. All convictions will be considered and decided on a case-by-case basis.

MAIN TASKS:

1. Actively contribute towards the development of the Peer Support Model working in collaboration with the service team in your area and across the County.
2. Deliver 1:1 support to a client that is meaningful, respectful, promotes self-determination and is in line with their Care Plan.
3. Monitor and evaluate outcomes of clients on your caseload
4. Effectively liaise with clients, carers and other professionals and agencies as required, involving them, where appropriate, in the planning, delivery and evaluation of the client's support
5. Make referrals to specialist external services, where need is identified
6. Network with relevant individuals, partner agencies and community resources to promote and market the service as appropriate and as directed
7. Ensure that client records and other information systems are completed accurately and within agreed timescales
8. Adhere to organisational policies and procedures relating to risk and personal safety.
9. Maintain appropriate professional boundaries at all times.
10. Participate in regular supervision
11. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed

12. Partake in Community Links Personal Development Review process
13. Where appropriate, act as an advocate on behalf of service users, to promote engagement with relevant support.
14. Attend relevant meetings/groups across the service area, professionally representing the service.
15. Willingness to share personal “Lived “experiences as appropriate with services users, volunteers and colleagues
16. To be involved in and lead in the facilitation of “support” groups for Service Users.
17. To promote and participate in service user engagement activity e.g. posters, advertising activities, service directories and client resources
18. Keep up-to-date and adhere to policies, guidelines, procedures and practices.
19. Participate in team meetings and other meetings as required.
20. Represent Community Links in a knowledgeable and professional manner at all times.
21. Participate in team meetings and other meetings as required.

You may, be required to perform any other duties as the organisation may reasonably require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extend the group’s business and interests.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which Community Links operates.

Person Specification – Peer Support Worker Liaison and Diversion

The person specification should be read in conjunctions with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any ‘gaps’ could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A,I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A,I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate an understanding of and commitment to our anti-racism agenda	✓		A,I
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail	✓		A, I, E
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A, I, E
Demonstrate an understanding of and commitment to our anti-racism agenda.	✓		A,I
Knowledge & Skills	Essential	Desirable	
Good verbal, written and numeracy skills sufficient to be able to make accurate written records		✓	A, I,
IT literate with developed use of Microsoft Applications e.g. Word, Excel, and Access etc and the ability to quickly learn new packages such as databases		✓	A, I,
Able to build and maintain relationships	✓		A, I,

with clients whilst maintaining appropriate professional boundaries			
Ability to organise and prioritise workload	✓		A, I,
Good interpersonal skills including listening and displaying empathy	✓		A, I
Able to demonstrate emotional resilience in working with challenging behaviours	✓		A, I
Knowledge of current practice in relation to safeguarding vulnerable children and adults	✓		A, I
A sound knowledge base with regards to mental health and/or drug and alcohol abuse e.g. Interventions available and contributory factors.	✓		A, I
Language skills e.g. Urdu, Polish, BSL, etc.		✓	A, I
Have access to a car for work purposes and hold a full current UK driving licence		✓	A
Experience	Essential	Desirable	
Lived (own personal) experience of any of the following: Overcoming substance misuse issues Experienced homelessness/risk of homelessness in the past Breakdown of family relationships A history of offending.	✓		A, I
Evidence of providing advice and support on a one to one basis and managing a caseload	✓		A, I
Proven experience of working with challenging people towards a positive outcome	✓		A, I
Experience of building and maintaining positive partnerships with external organisations (e.g. voluntary and statutory agencies)		✓	A, I
Experience of developing and delivering peer support groups		✓	A, I
Experience of mental health either as service user, carer, worker or volunteer.		✓	A