

Job Description

Peer Support Worker

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| Job title: | Peer Support Worker (PSW) |
| Reports to: | Connections Team Leader – Wellbeing Services |
| Dimensions: | As a core member of the multidisciplinary team, the PSW will work alongside an agreed number of service users on a 1:1 basis. Reporting directly to the Clinical Team Leader and under the professional supervision of the Connections Team Leader – Wellbeing Services, the PSW will be responsible for the delivery of peer support interventions as agreed within the peer relationship. |
| Role purpose: | <p>To work as part of Crisis Resolution Team’s Home Treatment Service which is currently under development.</p> <p>Peer Support workers use their experiences of living with mental health difficulties along with their first-hand experiences of resilience and maintenance of their wellbeing to create a mutual professional relationship with service users. Through experiential sharing and support PSWs can inspire hope and confidence that a future of improved and stable wellbeing is possible.</p> <p>The work of the PSW will include helping to provide one-to-one support for service users, setting personal goals with the service user for increased wellbeing, developing ways to keep well and identifying their own personal sources of support.</p> |
| Decision-making: | The PSW will also work with the service user to name the warning signs that a crisis might be starting and create a plan about what to do if this does happen. |

Principal Accountabilities

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| Service Delivery | <ul style="list-style-type: none"> • To draw upon lived experience of mental health support needs and recovery to assist service users to move forward positively • To act as a specialist resource within the service, by offering a unique perspective to colleagues and service users • Hold a small caseload of service users (10 for a full time role) with acute mental health support needs • See the service user for up to 10 hourly sessions over a 10-week period • Maintain accurate, confidential records of patient activity, writing reports and letters, utilising electronic record and other systems available within the organisations • Engage in planning, implementation, and review of care packages, including implementing specific parts of an individual |
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| | <p>care plan with the use of a recovery booklet and crisis plans delivered by the CRT (Crisis Resolution Team)</p> <ul style="list-style-type: none"> • Enable people with acute Mental Health needs to undertake their own health care, in accordance with their care plan with a view to preventing further crisis • Responsibility for supporting partnership working with local Peer Support Networks across the region • Contribute to the protection of individuals from abuse and harm in line with VoiceAbility and local safeguarding policies and procedures, by recognising and reporting any signs that may indicate an individual is at risk of neglecting or harming themselves or at risk from others, and by participating in processes with other agencies to keep the individual safe |
| Team | <ul style="list-style-type: none"> • Promote and maintain effective communication with people to build and sustain positive working relationships with Peer Support networks in the region, individuals, families and carers, and other agencies • Discuss or escalate any concerns about client with appropriate person (CRT leads or Connections Team Leader – Wellbeing Services) • Develop own knowledge and practice, and contribute to the development of others, making use of available feedback, supervision and appraisal to identify appropriate areas of development for this work role, taking responsibility for accessing identified learning and training opportunities • To live and breathe VoiceAbility's values through own behaviour and by inspiring/guiding others in the way we work with people |
| Stakeholders | <ul style="list-style-type: none"> • To establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication • The post will require liaison with other members of the multidisciplinary team as well as liaison with both statutory and non-statutory services |
| Financial | <ul style="list-style-type: none"> • Ensure cost effective and sustainable use of resources |
| Business Development | <ul style="list-style-type: none"> • Raise awareness of VoiceAbility & its services in a variety of ways including networking tasks with the crisis team |
| Personal | <ul style="list-style-type: none"> • To have the awareness and ability to monitor and respond to the need of self-care • To live and breathe VoiceAbility's values through own behaviour and by inspiring/guiding others in the way we work. • To be proactive with own personal development and behaviour undertake any training deemed appropriate, including working utilising the E Learning hub to build knowledge and skills. |

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| | <ul style="list-style-type: none">• To accept other accountabilities and tasks commensurate with the role level. |
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This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive list of tasks and can be reasonably varied in order to reflect changes in the job or the organisation.

This role may require travel throughout the UK which may involve overnight stays.