

Person Specification

Peer Support Worker		
Factor	Essential/ Desirable	When Assessed Application form (A) Certificates (C) Interview/Assessment (I) Skills Test (S)
Qualifications		
Professional or vocational qualification (e.g. NVQ, RMN, CQSW etc) in health and social care subjects or equivalent level of knowledge	Desirable	A
Mental Health First Aid	Desirable	A
Experience		
Lived experience of the acute care pathway (e.g. ED attendance, acute admissions etc).	Desirable	A/I
Lived experience of mental health and/or drug and alcohol services	Essential	A/I
Experience of being in a supportive and enabling role, minimum of 1 year	Essential	A/I
Knowledge		
Able to demonstrate a general understanding of mental health issues with a positive non-judgemental approach towards individuals in crisis with mental health support needs.	Essential	A/I
Awareness of the values and principles of peer support	Essential	A/I
Knowledge of recovery focused approaches in mental health	Desirable	A/I
Able to demonstrate an understanding of confidentiality and work within organisational policies and procedures and local health and social care policies, guidelines and process	Essential	A/I
Knowledge and application of safeguarding procedures	Essential	A/I

Knowledge of local organisations and services and the delivery of mental health care	Desirable	A/I
Knowledge of policy and legislative frameworks, within which mental health services are delivered including a person's rights under the Mental Health Act & Mental Capacity Act.	Desirable	A/I
Skills and Abilities		
Ability to develop and maintain appropriate boundary relationships with peers and NHS colleagues, with an ability to represent VoiceAbility professionally.	Essential	A
Able, with minimal supervision, to manage own workload and competing demands in an effective and timely manner	Essential	A/I/S
IT skills including competent use of Microsoft Office & client management systems	Essential	A/I/S
Able to apply guidelines in a logical manner to arrive at an appropriate decision	Essential	A/I/S
Strong administration skills for record keeping and note taking of cases.	Essential	A/I/S
Excellent time management and organisational skills	Essential	A/I
Flexible and adaptable approach to working	Essential	A/I
Well-developed listening skills and effective verbal communication skills to be able to engage appropriately with service users, carers, and colleagues, statutory and voluntary agencies, both face to face, online and by phone	Essential	A/I
Self-aware with good emotional resilience. Be open to change in line with the needs of the service/ organisation.	Essential	A/I
Demonstrates an empathetic approach and good listening skills.	Essential	A/I
Personal Qualities/Style/motivation		
Able to form good working relationships within multidisciplinary teams and across services	Essential	A/I
Able to form and sustain a trusting relationship with service users/carers and other peer support workers and professionals	Essential	A/I
Ability to use experiential sharing of own lived experience	Essential	A/I
Ability to work proactively with minimal supervision whilst using own initiative to make decisions	Essential	A/I

Promoting? Championing? equality, diversity and inclusion	Essential	A/I
Commitment to challenging mental health stigma and discrimination	Essential	A/I
Commitment to VoiceAbility's values such as: Passionate, Empowering, Collaborative, Honest, Resourceful	Essential	A/I
Self-motivated to ensure continued personal development, learning and reflective practice.	Essential	A/I
Self-care and support		
Ability to monitor and respond to the need for self-care	Essential	A/I
Ability to make effective use of supervision	Essential	A/I
Additional Requirements		
Willing to undertake Enhanced level criminal records check (DBS) Children & Adults (incl. Barred list)	Essential	A/I
Ability to work in a shared office, hot desking environment, with external stakeholders and VoiceAbility colleagues	Essential	A/I