

JOB PROFILE

JOB DESCRIPTION

Job Title:	Peer Support Worker
Grade:	Band 3
Hours:	10 hours per week
Contract:	12 month contract under permitted earnings (It is the responsibility of the applicant to check their eligibility for employment and also to understand how this will impact on benefit entitlement during the period of employment by liaising with the DWP as needed prior to application)
Locations:	Newham Recovery Teams or Enhanced Primary Care Team
Responsible To:	Band 6 Occupational Therapists / Senior Nurse Practitioner / Band 6 EPCL Nurse
Accountable To:	Operational Team Leads (CRT or EPCL)
Key Relationships:	Newham Service Users, all members of the Newham Recovery Team, Enhanced Primary Care Liaison Team (EPCL), GP's, Managers. ELFT Trust staff, other agencies and visitors to the Community Recovery & Enhanced Primary Care Teams.

JOB SUMMARY:

- Peer Support Workers (PSWs) will provide intentional peer support (emotional and practical support) to service users either in the community or on the inpatient wards as appropriate at the time of the intervention. Peer support is designed to further enable service users in progressing in their individual recovery journeys and access activities which are meaningful to them within this.
- The PSW will take a lead role in embedding recovery values (mutuality, individual responsibility, agreed goals, individual narratives etc.) within the services in which they are based.
- Through the sharing of a lived experience of mental ill-health and use of mental health service the PSW will provide hope, inspiration and a belief that recovery is possible for all service users. Within a person-centred relationship they will facilitate and support self-determination and a re-connection with other individuals and the wider community.
- The PSW will work alongside health care professionals to support service users and co-facilitate groups embedding the ethos of peer support and recovery in clinical teams.
- The PSW will work with an agreed number of service users on a 1-2-1 and group basis. They will also attend clinical team meetings, business meetings, training sessions and reviews providing a recovery/ service user perspective.
- The PSW will act as an ambassador of Recovery with other Trust Recovery champions working with external agencies and partner organisations.

MAIN DUTIES AND RESPONSIBILITIES:

Recovery

1. To support service users to direct their own Recovery process through encouraging them to work collaboratively with the team to identify their own goals and needs and to co-produce care plans to support these.
2. To assist service users to identify their strengths, personal interests and goals and support them to access and participate in activities which meet these whilst demonstrating acceptance of and respect towards service users' personal beliefs, uniqueness and identity.
3. To promote and support service users to maintain and/or develop positive relationships with those within their community and learn how to improve or eliminate unhealthy relationships.
4. To support services users to access the Newham Recovery Group programme.
5. To manage and work within appropriate levels of risk effectively whilst supporting an individual's Recovery, in line with risk policies and procedures. To ensure any observed concerns regarding an individual's wellbeing, including any issues of safeguarding, are raised with the team at the earliest opportunity.
6. To provide support to service users in the community and maintain relationships and contact with them if they are an in-patient as appropriate to the role.
7. To provide up to 12 sessions of once-weekly support to allocated service users.
8. PSWs to take on up to 5 peers at any one time on their caseload.
9. Involvement in other activities, such as Hearing Voices Group, supporting health related groups, etc.
10. It is envisioned that each PSW will work up to a total of 10 hours each week, or 40 hours a month. This will include a maximum of 5 hours with service users each week (20 hours a month):
 - a) Recovery Groups (1.5 hours each week; 6 hours a month) as appropriate to the role.
 - b) Team meetings (2 hours a month)
 - c) Recovery/CQC training (2 hours a month)
 - d) PSW Supervision meetings (1 hour a month)
 - e) Individual Supervision (1 hour a month)
 - f) PSW peer meetings (4 hour a month)
 - g) Training/Other (4 hours a month)
11. To act as a role model to service users to inspire hope, share life experiences and demonstrate coping strategies, and share experiences of recovery.
12. To become involved with and co-facilitate peer recovery and other recovery-focussed groups in partnership with members of staff e.g. Hearing Voices Group, Healthy Lifestyle Group etc. - (CRT)
13. To positively promote and support independent living for service users in the community by maintaining an extensive knowledge and links with community resources and actively supporting service users to access them e.g. in relation to employment, leisure and citizenship.
14. To support allocated service users to prepare for meetings regarding their care i.e. ward round, CPA planning and reviews etc. - (CRT)
15. To facilitate in the discharge of their allocated service users, providing emotional and practical support where needed.
16. To work with their allocated service users as they transition from either ward to community services or between community-based services as appropriate to the role.

Communication

1. To assist service users to integrate into the service and local area and support them to access information on health promotion, mental and physical wellbeing.
2. In CRT - To observe and record the service user's progress in relation to the PSW contact on RiO, reporting any areas of concern to the multi-disciplinary team both verbally & on RiO (electronic record keeping system).

3. In EPCL - To observe and record the service user's progress in relation to the PSW contact. Progress updates or risk information will be reported to the EPCL Band 6 Nurse verbally and also via the contact sheet who will then upload the information to EMIS (electronic record keeping system).
4. To assist the service user to understand their rights and choices within the service.
5. Report any untoward incidents or unusual occurrences to the manager/senior clinician immediately.
6. To report any untoward incidents or unusual occurrences to the recovery champion/ senior staff member/ service manager immediately.

Service Development & Delivery

1. Where appropriate, to maintain up to date knowledge of legislation, national and local policies and issues in relation to the specific service user group, peer support and mental health.
2. To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
3. To be aware of, teach others and challenge issues in relation to stigma, low expectations and anti-discriminatory practice as appropriate.
4. To attend team meetings as appropriate.
5. To promote the role of peer support both within ELFT and externally, through co-delivery of presentations, workshops, and participation in Trust -wide peer related projects and audits: and information sharing as required and as agreed with the line manager.
6. To attend necessary staff/clinical meetings and champion a recovery and holistic approach to care for all discussed service users.
7. To adhere to the Peer Support Worker Guidelines.

Learning and development

1. To participate in Trust mandatory training & development opportunities considered appropriate to the Recovery PSW's role and as identified in the Personal Development Plan (PDP).
2. To contribute and commit to undertaking an annual Development review/ Appraisal.
3. To engage in Peer Support supervision.
4. Each PSW to have once a month individual supervision from a nominated member of the team. Also to receive group supervision alongside other Recovery Team PSWs and also other PSWs in the borough including those in the EPCL and inpatient wards.

Other

1. This Job Description is not meant as an exhaustive description of all aspects of your role as duties will vary according to the needs of the service. All such variations will be by reasonable request and agreement with your line manager and will be commensurate with the status and banding of the post.

All staff are required to follow Trust Policies including:

Confidentiality & Data Protection

All employees must abide by the principles outlined in the Data Protection Act 1998 and the Freedom of Information Act 2000, as per the Trust's Information Security Policy.

In the course of your employment you may become aware of information, including medical information, relating to patients, visitors or members of staff. Such information is confidential, and must not be passed on to anyone other than those authorised to receive it in the course of their duties. You are reminded that

a breach of their duty of confidentiality could lead to disciplinary action up to and including dismissal.

All information and data, made or received by you and kept in whatever form, concerning the business of the Trust shall be the property of the Trust. When required, or on the termination of your employment you shall give all such information and data to your manager. You shall also return all Trust equipment issued to you during the course of your employment.

You must not remove any documents, computer disks/tapes or other electronic storage devices containing any confidential information from any of the organisations premises at any time without proper advanced authorisation. Where authorisation is granted and the documents are in electronic format, you must transport them in an encrypted format to current NHS standards. For paper copies, these must be transported in a secure, robust envelope/container.

All records, both paper and electronic, must not be left unattended or in an unsecure location at any time. All such documents, computer disks/tapes or other electronic storage devices and copies are the property of the employer, as is any other material whatsoever in your possession relating to the organisation or its personnel, suppliers, clients or affairs.

Data Protection – Your Data

As part of your employment with Tower Hamlets Adult Mental Health Directorate of the East London NHS Foundation Trust we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources Department.

Health & Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts and omissions at work. This includes co-operating with management in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly any defects, risks or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

Equal Opportunities

The post holder must comply with and promote the organisation's Equal Opportunities Policy and avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of gender, sexuality, age, race, ethnic or national origin, religion, disability or social class.

You are at all times required to carry out your responsibilities with due regard to the Trusts Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

Conflict of Interests

You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.

Risk Management

Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the East London NHS Foundation Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.

This involves working with and sharing relevant risk information and concerns with the relevant mental health team and the service user to prevent or reduce potential risk of harm to the service user or to others as well as reduce their vulnerability.

Personal and Professional Development/Investors in People

The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.

Infection Control

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:

Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.

Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy.

Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

Safeguarding Children and Vulnerable Adults

To carry out responsibilities in such a way as to minimise risk of harm to children or young people and promote their welfare in accordance with the Children Act 2004 and Working Together to Safeguard Children, HM Government 2010.HM Government 2010.

Smoking/Alcohol

The Trust provides a smoke-free work environment and has a No Smoking Policy in all its premises. Staff must not be on duty under the influence of alcohol or any non-prescribed drugs or illicit substances.

Service User and Carer Involvement

ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.

PERSON SPECIFICATION

SHORTLIST CRITERIA	ESSENTIAL	HOW TESTED SEE KEY *	DESIRABLE	HOW TESTED SEE KEY *
Training and Qualifications	<ul style="list-style-type: none"> • Commitment to obtain underpinning knowledge through work based learning and mandatory training. • Trust accredited peer support worker training which may be assessed in application/interview. 	A/I		A/I
Experience	<p>This post has an occupational requirement as the post holder should have:</p> <ul style="list-style-type: none"> • Own personal lived experience of mental health challenges • Own personal experience of accessing secondary mental health services • Willing to positively share your own life experiences, personal experience of mental ill health with service users and carers • Developed plans for managing own Recovery 	A/I	<ul style="list-style-type: none"> • Experience of working as paid or unpaid, peer support worker • Experience of working in a related social care or health setting (paid or unpaid) experience 	A/I
Skills & Knowledge	<ul style="list-style-type: none"> • Able to demonstrate understanding of Intentional Peer Support • Ability to demonstrate knowledge of personal Recovery • Evidence of good interpersonal skills and an ability to form peer relationships with service users and carers • Effective listening skills • Ability to communicate on all levels and to a broad scope of individuals, both internally and externally to the Trust • Ability to appreciate / understand other people's worlds 	A/I	<ul style="list-style-type: none"> • Awareness of local services • Knowledge of benefits/employment systems • Ability to demonstrate a understanding of mental health issues • Ability to speak other languages 	A/I

***KEY: A = Application I = Interview T = Test**