

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Peer Support Worker
<b>BAND:</b>	Band 4, 15 hours
<b>DEPARTMENT:</b>	East London Foundation Trust - Service User Network and Outreach Service (SUN & SOS)
<b>DIRECTORATE:</b>	City & Hackney
<b>REPORTING TO:</b>	SUN & SOS Clinical & Operational Lead
<b>ACCOUNTABLE TO:</b>	SUN & SOS Clinical & Operational Lead

### JOB SUMMARY

The SUN project is an open-access crisis and support planning project for people with or without a mental health diagnosis. It aims to help service users feel more supported, less excluded and more empowered. This is achieved through learning new coping strategies, which can help people have fewer crises, and be able to access other services when needed. We work closely with mainstream services. There is no emergency provision available but the service links in with the wider Enhanced Crisis Pathway in the borough as and when necessary.

The post holder will form a core part of the team of mental health workers and peer leaders delivering a crisis service for adult and older adults with complex and enduring psychological & relationship problems. Located in a borough with high levels of deprivation and social need the post holder will need to be prepared for a challenging role, requiring a high level of emotional resilience. As this service is a pilot project all staff will be expected to work alongside the service users to contribute to the collection and analysis of outcome measures and feedback thus contributing to the existing body of evidence for service development. The post holder will work as part of a team co-facilitating structured groups and outreach sessions with individual clients and their networks of support.

Through reflecting upon aspects of own lived experience of the challenges of mental health and of accessing services the peer support lead (PSL) will develop relationships that can facilitate and support information sharing to promote choice

The PSL will represent the SUN & SOS working with external agencies and partner organizations with the support of the clinical practitioners working for the SUN and SOS.

**NOTE – The post holder must have direct, personal, lived experience of using mental health services as a service user.**

### KEY RESPONSIBILITIES

Maintain a high degree of patient care with respect for human dignity and the uniqueness of the person, unrestricted by considerations of social or economic status, personal attributes or the nature of the illness.

Promote the service within the community and relevant agencies by visiting, speaking and distributing written information.

By direct involvement, promote a high degree of independence for individual group members in accordance with the principles of the SUN Project, a therapeutic community within the community.

Promote collaborative and therapeutic relationships within the group and outreach meetings.

Support individuals by liaising and referring to other services as appropriate. Co-facilitate outreach meetings including members from statutory and non-statutory services already involved in the service users' care.

Support the group in writing letters for individual group members in accordance with service guidelines and standards.

**Maintain confidentiality of personal/patient data in line with the provisions of the Data Protection Act.  
Participate in the promotion of the Peer Support Leader role in the Trust.**

**MAIN DUTIES AND RESPONSIBILITIES**

Patient Care	<ul style="list-style-type: none"> <li>• By direct involvement, promote a high degree of independence for individual group members in accordance with the principles of the SUN Project, a therapeutic community within the community.</li> <li>• Promote collaborative and therapeutic relationships within the group and outreach meetings.</li> <li>• Support the individuals in liaising and referring on to other services as appropriate. Co-facilitate outreach meetings including members from statutory and non-statutory services already involved in the service users' care.</li> </ul>
Clinical	<ul style="list-style-type: none"> <li>• Maintain a high degree of patient care with respect for human dignity and the uniqueness of the person, unrestricted by considerations of social or economic status, personal attributes or the nature of the illness.</li> <li>• By direct involvement, promote a high degree of independence for individual group members in accordance with the principles of the SUN Project, a therapeutic community within the community.</li> <li>• Promote collaborative and therapeutic relationships within the group and outreach meetings.</li> <li>• Support the group in writing letters for individual group members in accordance with service guidelines and standards.</li> <li>• Support the individuals in liaising and referring on to other services as appropriate. Co-facilitate outreach meetings including members from statutory and non-statutory services already involved in the service users' care.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Maintain records in accordance with service guidelines and standards.</li> </ul>
Performance and Quality	<ul style="list-style-type: none"> <li>• To engage in Peer Support supervision.</li> <li>• To receive regular line management supervision</li> <li>• Maintain confidentiality of personal/patient data in line with the provisions of the Data Protection Act.</li> <li>• Promote the service within the community and relevant agencies by visiting, speaking and distributing written information.</li> <li>• Participate in the promotion of the Peer Support Leader role in the Trust.</li> <li>• To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific service user group, peer support and mental health.</li> <li>• 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.</li> <li>• To be aware of, teach others and challenge issues in relation to stigma, low expectations and anti-discriminatory practice as appropriate.</li> <li>• To attend team meetings as appropriate.</li> <li>• To promote the role of peer support Lead both within ELFT and externally, through co-delivery of presentations, workshops, and participation in Trust -wide peer related projects and audits: and</li> </ul>

	information sharing as required and as agreed with the line manager.
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<b>KNOWLEDGE AND SKILLS</b>	
Knowledge, Training and Experience	<ul style="list-style-type: none"> <li>To identify personal training needs and goals and to work with supervisors in attaining these.</li> <li>Work in line with the requirements of the relevant professional body where applicable and to comply with all relevant Trust policies, procedures and guidelines, including those relating to confidentiality.</li> <li>Participate in the development and subsequent operation of clinical policies governing the operation of the SUN Project.</li> <li>Participate in clinical meetings and case conferences.</li> <li>To attend statutory and mandatory training as required, i.e., CPR, fire training etc.</li> <li>To participate in training &amp; development opportunities considered appropriate to the SUL role and as identified in the Personal Development Plan (PDP)</li> <li>To contribute and commit to undertaking an annual Development review/ Appraisal</li> </ul>
Supervision	<ul style="list-style-type: none"> <li>To regularly attend and prepare for individual and group supervision within the service.</li> </ul>
Communication and Relationships	<ul style="list-style-type: none"> <li>Maintain confidentiality by ensuring that all information is communicated only to professionals involved in the care of patients and to seek patient consent and consult senior colleagues in such matters where uncertain.</li> <li>The working relationship between all members of staff should be mutually supportive, with staff deputising and covering for each other when appropriate.</li> </ul>

<b>JOB DESCRIPTION AGREEMENT</b>
This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder.

<b><u>Statement on Employment Policies</u></b>	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
<b>Health and Safety</b>	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 at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
<b>Equal Opportunities</b>	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
<b>Dealing With Harassment/</b>	The Trust believes employees have the right to be treated with

<b>Bullying In The Workplace</b>	<p>respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Harassment and Bullying Policy.</p>
<b>No Smoking</b>	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
<b>Alcohol</b>	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
<b>Confidentiality</b>	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&amp;T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
<b>Data Protection Act</b>	To maintain the confidentiality of all electronically stored personal data in line with the provision of the Data Protection Act.
<b>Data Protection – Your Data</b>	<p>As part of your employment with East London 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.</p> <p>To carry out as per Data Protection Act responsibilities with regard to the access and Health Records Act 1990.</p>
<b>Safeguarding</b>	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
<b>Service User and Carer Involvement</b>	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.
<b>Personal Development</b>	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
<b>Clinical Governance</b>	As an employee of the trust you are expected to support the Trust's clinical governance framework for monitoring and improving

	standards of care. You must do this by:- <ul style="list-style-type: none"> <li>• taking part in activities for improving quality</li> <li>• identifying and managing risks</li> <li>• maintaining your continuous professional development</li> </ul>
<b>Professional Standards</b>	To maintain standards as set by professional regulatory bodies as appropriate.
<b>Conflict of Interests</b>	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.
<b>Risk Management</b>	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 Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
<b>Personal and Professional Development/Investors in People</b>	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.
<b>Infection Control</b>	<p>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:</p> <p>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.</p> <p>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.</p>

### PERSON SPECIFICATION

<b>JOB TITLE:</b>	Peer Support Lead			
<b>BAND:</b>	Band 4			
<b>DEPARTMENT:</b>	East London Foundation Trust - Service User Network and Outreach Service (SUN & SOS)			
<b>DIRECTORATE:</b>	City & Hackney			
<b>REPORTING TO:</b>	SUN & SOS Clinical & Operational Lead			
<b>ACCOUNTABLE TO:</b>	SUN & SOS Clinical & Operational Lead			
	<b>ESSENTIAL CRITERIA</b>	<b>HOW TESTED</b>	<b>DESIRABLE CRITERIA</b>	<b>HOW TESTED</b>
<b>EDUCATION/ QUALIFICATION</b>	<ul style="list-style-type: none"> <li>Post holders must have direct, personal, lived experience of using mental health services as a service user.</li> </ul>	A	<ul style="list-style-type: none"> <li>Counselling/psychotherapy training e.g. individual counselling/psychotherapy training, introductory courses at IGA</li> <li>Experience of NHS work.</li> <li>Further training relevant to the clinical area e.g., Open Dialogue, Mentalisation-based therapy, psychodynamic, cognitive-behavioural, cognitive-analytic or dialectic-behavioural therapy.</li> </ul>	A  A/I  A/I
<b>SKILLS/ ABILITIES</b>	<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills.</li> <li>Ability to work with the support of a specialist practitioner as well as within a team.</li> <li>Ability to use own initiative.</li> <li>Good time management skills, punctuality, and reliability, capacity to plan annual leave within team and service development needs.</li> <li>Capacity to reflect upon clinical problems utilising personal experiences and psychological models of understanding.</li> </ul>	A/I A/I  A/I A/I	<ul style="list-style-type: none"> <li>Evidence of research and audit skills.</li> <li>Evidence of implementing and managing change.</li> </ul>	A/I A/I
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of participation in therapeutic groups</li> <li>Evidence of interest in working with complex presentations</li> <li>Evidence of interest in crisis management and intervention</li> </ul>	A/I A/I  A/I	<ul style="list-style-type: none"> <li>Experience of a mental health setting where therapeutic models of care, including group work are used.</li> <li>Crisis management and intervention</li> </ul>	A/I

<b>KNOWLEDGE/ UNDERSTANDING</b>	<ul style="list-style-type: none"> <li>• Interest and awareness of group processes and therapeutic communities.</li> </ul>	<p>A/I</p>	<ul style="list-style-type: none"> <li>• Knowledge of research and audit including Clinical Governance</li> <li>• Up-to-date knowledge and awareness of developments in health policy.</li> <li>• Knowledge of psychological therapies used within the NHS.</li> </ul>	<p>A/I A/I A/I</p>
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Ability to reflect on clinical practice and an awareness of areas for growth and development.</li> <li>• Can cope effectively under pressure and has the ability to recognise signs of stress and take appropriate action.</li> <li>• Motivated to providing care of the highest standard in a challenging service.</li> <li>• Good organisational skills.</li> <li>• Willingness to undertake further relevant training.</li> </ul>	<p>A/I A/I  A/I A/I  A/I</p>	<ul style="list-style-type: none"> <li>• Evidence of interest in and further education in field of psychotherapeutic intervention.</li> </ul>	<p>A/I</p>

Key: A = Application Form I = Interview