**Safe Haven peer support worker**

**Job Description, Person Specification & Competencies**

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| Name of Employee |  |
| Date of Issue |  |
| Department/Location | Staying Well Worthing – the Guildcare building, Worthing |
| Reporting Line | Staying Well Service Manager |
| Grade | Grade 1 |
| DBS – Level Required | Enhanced |

**Job Description** -A summary of the role and key tasks needed to perform the role.

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| **Job Summary** |
| West Sussex Mind (CWSX Mind) works within Pathfinder West Sussex which is an alliance of organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing. As part of this WS Mind delivers the Staying Well service in central Worthing. Staying Well provides a safe and supportive out-of-hours service specifically aimed at individuals who are struggling to cope because of their mental health. The service offers individuals who attend immediate and informal face-to-face supportive interventions around their emotional and mental health geared to helping individuals feel cared for and more in control.  The role of a Staying Well Peer Support worker is to work as part of the team to ensure the provision of a safe and supportive environment and to help individuals using the service achieve their support goals. |
| **Scope & Accountabilities** |
| This role has no line reports/supervisory responsibilities and works with service users under the guidance of the Service Manager and Mental Health Workers. |
| K**ey Tasks** |
| 1. To support the process of creating a welcoming and friendly environment – Ensuring service is effectively set up as per plans prior to opening and being involved in welcoming individuals arriving into the service and inducting new service users into the service. 2. To offer individual support to service users within the haven as per the goals and activities outlined in their individual crisis/support plans including around:  * Listening to service users talk about their current situation and experiences providing empathy and a peer support perspective also promoting self care and management approaches * Getting alongside service users to enable them to do low key activities which provide distraction and support – For example – Playing cards, colouring, making simple refreshments etc. * Facilitating introducing and connecting service users to each other where appropriate including connecting individuals around doing activities * Highlighting & raising any concerns or risks or issues around any service user’s well-being to shift lead or manager if these arise during a shift  1. To follow WS Mind’s policies around the safeguarding of adults and protection of children at all times and to alert a more senior member of staff to any concerns. 2. To ensure a safe and hygienic environment is maintained during the operation of the service for all individuals including clearing up any spillages or accidents and making sure that the Staying Well team and manager are aware of any risks and issues in relation to the environment. 3. To clear up at end of sessions, wipe surfaces, put furniture away, sweep floor and conduct any other appropriate duties. 4. To order and purchase supplies including food, drink and materials for the service if required. 5. To undertake a range of administrative tasks including recording attendance and details around support offered, dealing with phone enquiries, photo-copying and any other appropriate tasks. 6. To contribute to effective communication within the staff team and be responsible for playing a full part in effective team working. 7. To undertake any other tasks and duties as required in order to meet the requirements of the service. 8. Adhere to all policies and procedures of WS Mind particularly to be aware of and follow all Health & Safety regulations, particularly related to work surroundings. |

**Person Specification** - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

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| **Essential Qualifications** |
| * Good literacy, IT, verbal communication and administrative skills are needed for this role, although no formal qualifications are essential * A peer mentoring or other kind of Level 1 or above relevant health and or social care qualification |
| **Essential Professional & Technical Knowledge, Skills and Abilities** |
| 1. Lived experience of having mental health problems and using mental health services 2. Knowledge around mental health and recovery approaches in mental health work including self-care and management strategies 3. Proven skills in providing support to people with mental health problems. 4. Well motivated and able to learn, willing to seek advice appropriately and accept supervision and training as required, to take responsibility for their own personal development. 5. Good strategies and skills around own self-care, coping with stress and being resilient |

**Competencies – Core Level 1** - All staff are required to meet the competencies and indicators in the CWSX Mind Competency Framework at the appropriate level for their role. Below are the competencies and indicators relevant for this role:

**1. Demonstrating Personal Qualities**

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|  | **Core** |
| **1.1 Developing self-awareness** | Recognises and articulates their own values and principles, understanding how these may differ from those of other individuals and groups  Is open to and responds positively to constructive feedback from colleagues and managers |
| **1.2 Managing yourself** | Undertakes their workload and activities to a high standard, fulfilling work requirements and commitments, without constant supervision  Able to communicate in good time any concerns regarding their work/workload with their manager/team, to achieve effective time management and minimise stress in order to maintain good physical and mental health  Able to model what they are promoting, including good physical and mental health, straightforward communication, demonstrating hope and belief in new opportunities and positive outcomes |
| **1.3 Continuing personal development** | Positively changes their behaviour in the light of feedback and reflection  Completes training and learning opportunities where appropriate and available |
| **1.4 Acting with integrity** | Values, respects and promotes equality and diversity in work in-line with CWSX Mind’s Equalities Policy  Is able to vary work methods and approaches to meet diverse needs of service users  Values differences in other people |

**2. Partnerships and Working with Others**

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|  | **Core** |
| **2.1 Creating Partnerships with Service Users** | Proactively works with service users in order to provide the best service they, and CWSX Mind, can deliver  Actively involves and values service users as part of the team  Able to maintain solid professional boundaries with service users  Able to promote and work diligently to support service users’ autonomy |
| **2.2 Developing Networks** | Has and seeks positive links with colleagues, service users and people working in partner agencies |
| **2.3 Building and maintaining relationships** | Gains and maintains the trust, support and respect of colleagues and service users by using sound interpersonal skills  Able to demonstrate patience and actively listens and empathises with others recognising different perspectives and points of view  Manages positions of power appropriately |
| **2.4 Encouraging contribution** | Respects, values and acknowledges the roles, contributions and expertise of others  Confident in suggesting their own ideas  Actively considers other people’s suggestions |
| **2.5 Working within teams** | Recognises the common purpose of the team and respects team decisions, contributions and compromises  Actively participates in the team in order to generate ideas and to adopt a team approach  Has a clear sense of their role, responsibilities and purpose within the team |

**3. Managing Work**

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|  | **Core** |
| **3.1 Planning** | Uses appropriate tools (i.e. to do lists, calendars) to plan workload and prioritise effectively  Uses communication effectively to assist planning between managers, team members and service users |
| **3.2 Managing Resources**  **(staff, funding, buildings, materials etc..)** | Ensures services are delivered as efficiently as possible, within available resources and avoiding unnecessary waste |
| **3.3 Work Contribution** | Ensures set job tasks are met, surpassing minimum requirements  Assists colleagues where possible  Communicates effectively with managers and colleagues if there are issues with their work and/or deadlines  Uses sound communication skills (written and verbal) to maximise work contribution  Demonstrates proficient organisational skills and the ability to undertake administrative tasks efficiently and to a reasonable standard  Has good IT skills and uses email and the internet appropriately in order to enhance their work  Is flexible and adaptable |
| **3.4 Managing Performance & Critically Evaluating** | Takes responsibility/accountability for work performance and takes the opportunity to learn from past experiences  Takes action to improve performance  Acknowledges and is proud of oneself and colleagues when good work and outcomes are achieved for service users |

**4. Continually and Creatively Improving**

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|  | **Core** |
| **4.1 Encouraging improvement, creativity and innovation** | Thrives to be creative in their work and generate new ideas in order to assist the best outcomes for service users  Obtains and acts on service user feedback and experiences to develop new and existing services |
| **4.2 Facilitating transformation** | Understands the need for change and continually improving  Acts positively and confidently to propose and make changes |
| **4.3 Making Decisions** | Acts in a manner consistent with the values and priorities of CWSX Mind  Contributes their unique perspective to team, department, system and organisational decisions  Where appropriate, be decisive after considering service users views and feelings |

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

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| Signed:  Staff member |  | Date: |  |
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| Signed:  Line Manager |  | Date: |  |