

Job Description

Job Title:	Peer involvement Worker
Band:	4
Hours	15.00 (0.4 wte)
Base:	Springfield Hospital, Tooting
Responsible to:	Involvement project lead
Managerially accountable to:	Head of Therapies
Liaises with:	Service users; carers, families and friends; the two other peer involvement officers; other members of the involvement team; clinical staff across the trust; voluntary organisations

Our values

Our values are in keeping with the NHS Constitution and our Behaviours Framework. They set the standards for how we plan and make decisions; deliver quality care; behave with each other and service users and recruit, induct, appraise and develop our staff. We are looking for staff who will help us live these values and help to make SWLSTG a better place for everyone.

JOB SUMMARY

- To provide efficient and professional drop In, telephone contact and support functions for trust service users and carers
- Working as part of the team, to increase the number of service users and carers on the Trust involvement register and hence the number of service users and carers involved in Trust activities
- With support from Involvement Project Lead develop regular Trust run service user and carer networks
- Enable each of the Trust's service lines to have a dedicated resource to support involving service users and carers in their governance and service design/redesign
- To work as a member of the three strong peer coordinator team, as well as part of the involvement team.
- Provide peer support to service users in order for them to be empowered to manage and progress their own unique recovery journey.
- Through sharing the wisdom of their own lived experience, the postholder will inspire hope and belief that recovery is possible in others. To facilitate and support information sharing and exploration of shared experiences based on peer support values



Respectful



Open



Compassionate



Collaborative



Consistent

KEY RESULT AREAS

SERVICE IMPROVEMENT

- 1) To work in a peer values based way using the expertise gained from their own personal experiences in the support of service users on a 1:1 basis and in facilitating groups.
- 2) Working as part of the team, to sustainably and consistently increase the number of service users and carers on the Trust involvement register
- 3) To provide dedicated support to identified service line to engage service users and carers in Trust activities, including governance and service design / redesign
- 4) With support from Involvement Project Lead to establish, service user and carer network meetings in the designated service area and to arrange appropriate attendance of senior trust staff at these meetings
- 5) To promote shared decision making and support service users and / or carers to be empowered to make choices.
- 6) Where relevant and appropriate, to support service users and carers in accessing services and activities in their communities to promote community relationships, socially valued roles and support the navigation of barriers to social inclusion.
- 7) To identify and maintain positive links with community and partnership agencies.

EQUALITY AND DIVERSITY

- 1) Use the expertise of their own experience of mental health challenges to inform the development of local or Trustwide policies.
- 2) Draw on own experience of mental health challenges to identify opportunities to improve quality and efficiency of service delivery

GOVERNANCE

- 1) Contribute to continual safety and quality improvement activities
- 2) Use available resources effectively and efficiently.

- 3) Demonstrate an awareness of the audit process within the clinical governance framework and the relevant standards that are required and monitored within the team.
- 4) Participate in information collection for clinical audits specific to own work area.
- 5) As a member of the Involvement Team to work within all Trust policies and procedures.

PERSONAL AND PEOPLE DEVELOPMENT

- 1) Recognise own limitations and makes judgements within level of own competency when undertaking peer support work.
- 2) Recognise situations which require intervention from other members of the team and escalate to more senior staff.
- 3) Respond appropriately to crisis situations, where necessary seeking advice and guidance from other professionals. Implements prescribed protocols to manage the crisis effectively and informs relevant staff in a timely manner.
- 4) Responsible for maintaining appropriate boundaries with service users.
- 5) Participate in the induction of new staff
- 6) Assist in the delivery of training to other lived experience roles as appropriate.

COMMUNICATION

- 1) Identify from building a connection with service users when it is appropriate and safe to share personal experiences, and where sharing is purposeful.
- 2) Communicate in a way which recognises difference and ensures that people feel included and their individual communication needs are met. Using the values of peer support, overcomes barriers or difficulties that service users might have in understanding peer support so that they can effectively engage.
- 3) Assist service users in understanding their rights and choices within service, through safely and purposefully sharing their own experiences and knowledge.
- 4) Use communication skills effectively when supporting people in distress., in line with trust policies

GENERAL

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Team Manager.

- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- The post holder is expected to comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities and Confidentiality of Information.
- The post holder is responsible for ensuring that the work that they undertake is conducted in a manner which is safe to themselves and others, and for adhering to the advice and instructions on Health and Safety matters given by Manager(s). If post holders consider that a hazard to Health and Safety exists, it is their responsibility to report this to their manager(s).
- The post holder is expected to comply with the appropriate Code(s) of Conduct associated with this post.
- South West London and St George’s Mental Health NHS Trust operates a no smoking policy.
- It is the responsibility of all staff to minimise the Trust’s environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water usage and reporting faults promptly
- South West London and St. Georges Mental Health Trust is an equal opportunities employer. It is the policy of the Trust to ensure that no user of the service, past, present or future employee, or job applicant, receives less favourable treatment on the grounds of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation; in line with the Trust's Equality and Diversity Strategy.

PERSON SPECIFICATION

Factors	Essential Criteria	How assessed	Desirable Criteria	How assessed

<p>1 Qualifications</p>	<p>Good standard of education with a relevant qualification AS Level, NVQ 3 or equivalent OR Key Skills in Literacy and Numeracy Level 2 (or willing to achieve within 2 years)</p> <p>Equivalent experience of providing peer support in the mental health sector</p>	<p>A/I</p>	<p>Customer Service/ Business Admin /ITQ or equivalent professional experience</p> <p>Educated to degree level</p>	<p>A</p>
<p>2 Experience</p>	<p>Experience of being part of team developing a project or service</p> <p>Prioritising, planning and organising own and others tasks</p> <p>Experience of dealing with difficult situations and confrontations</p> <p>Recent experience of working in the mental health sector at band 3 or equivalent</p> <p>Lived experience of mental health issues or caring for a person with mental health issues</p> <p>Experience of working with people who have complex physical &/or emotional wellbeing needs that require a diverse range of services or support.</p> <p>Experience of working with carers friends and families, who may have complex physical &/or emotional wellbeing needs that require a diverse range of services or support.</p>	<p>A / I</p> <p>A</p> <p>I</p> <p>A</p> <p>A</p> <p>A</p> <p>A / I</p>	<p>Experience of using recovery approach in working with individuals</p> <p>Previous experience of using peer support</p> <p>Experience of mentoring or working with individuals with lived experience</p>	<p>A / I</p> <p>A/I</p> <p>A/I</p>
<p>3 Knowledge</p>	<p>Clear understanding of the day to day issues affecting individuals with lived experience of mental health issues</p> <p>Clear understanding of the day to day issues affecting those who care for individuals with lived experience of mental health issues</p>	<p>A/I</p> <p>I</p> <p>↓</p>	<p>Knowledge of the Trust including awareness of priorities</p> <p>Knowledge and</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>

	<p>Understanding and awareness of wellbeing and personal recovery principles and how to apply these in practice</p> <p>Good working knowledge of office procedures and all Microsoft office packages</p> <p>Awareness of anti-discriminatory issues</p> <p>Knowledge and Understanding of Voluntary Services</p> <p>An understanding and current knowledge of Policy and Practice in the areas of Safeguarding, Equal Opportunities and Diversity, Confidentiality and Health and Safety.</p>	<p>I</p> <p>A/I</p> <p>A/I</p>	<p>Understanding of Voluntary Services/ organisations that support mental health</p> <p>Knowledge of the 4Pi national involvement standards</p>	
4 Skills	<p>Ability to manage/work as part of a team</p> <p>Excellent communication skills including telephone, email, face to face</p> <p>Ability to organise and manage own time and others to keep to schedule and deadlines</p> <p>Ability to analyse and present data</p> <p>Ability to work on specific projects</p> <p>Ability to use own initiative and work autonomously</p> <p>Leadership skills</p> <p>Excellent IT skills – ability to use Microsoft office applications including spreadsheets and email</p> <p>Developed accurate typing and key board skills</p> <p>Willing to take on/learn new skills</p> <p>Ability to show attention to detail and accuracy</p> <p>Ability to adapt to change</p>	<p>A</p> <p>/</p> <p>I</p> <p>A</p> <p>/</p> <p>I</p> <p>A</p> <p>/</p> <p>I</p> <p>A</p> <p>/</p>	<p>Ability to work with budgets</p> <p>Ability to participate in routine departmental tasks / procedures.</p> <p>Evidence of mental health related training / qualification</p> <p>Knowledge of BSL</p>	<p>A</p> <p>/</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A</p>

	<p>Ability to work under pressure</p> <p>Ability to store and safeguard confidential documents</p>	<p>I</p> <p>A</p>		
<p>5. Additional Requirements</p>	<p>The ability to understand and behave at all times, towards service users, carers, visitors and colleagues according to the Trust values</p> <p>Compassionate in meeting the needs of people who use our services and their carers</p> <p>An understanding of the <i>Triangle of Care</i> framework or other relevant approaches.</p>	<p>I</p> <p>I</p>		



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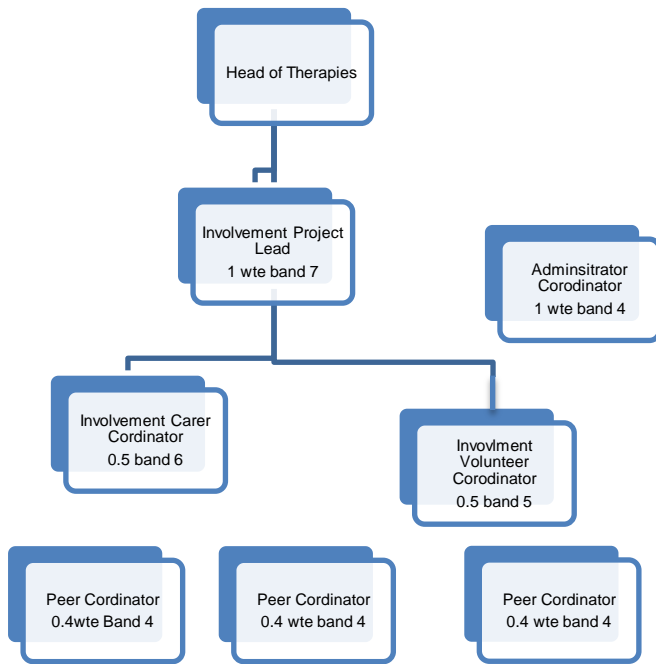


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Involvement Team Structure



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Helen Miles – Trust Head of Therapies - Sept 2018 CAJE RQY/1165.

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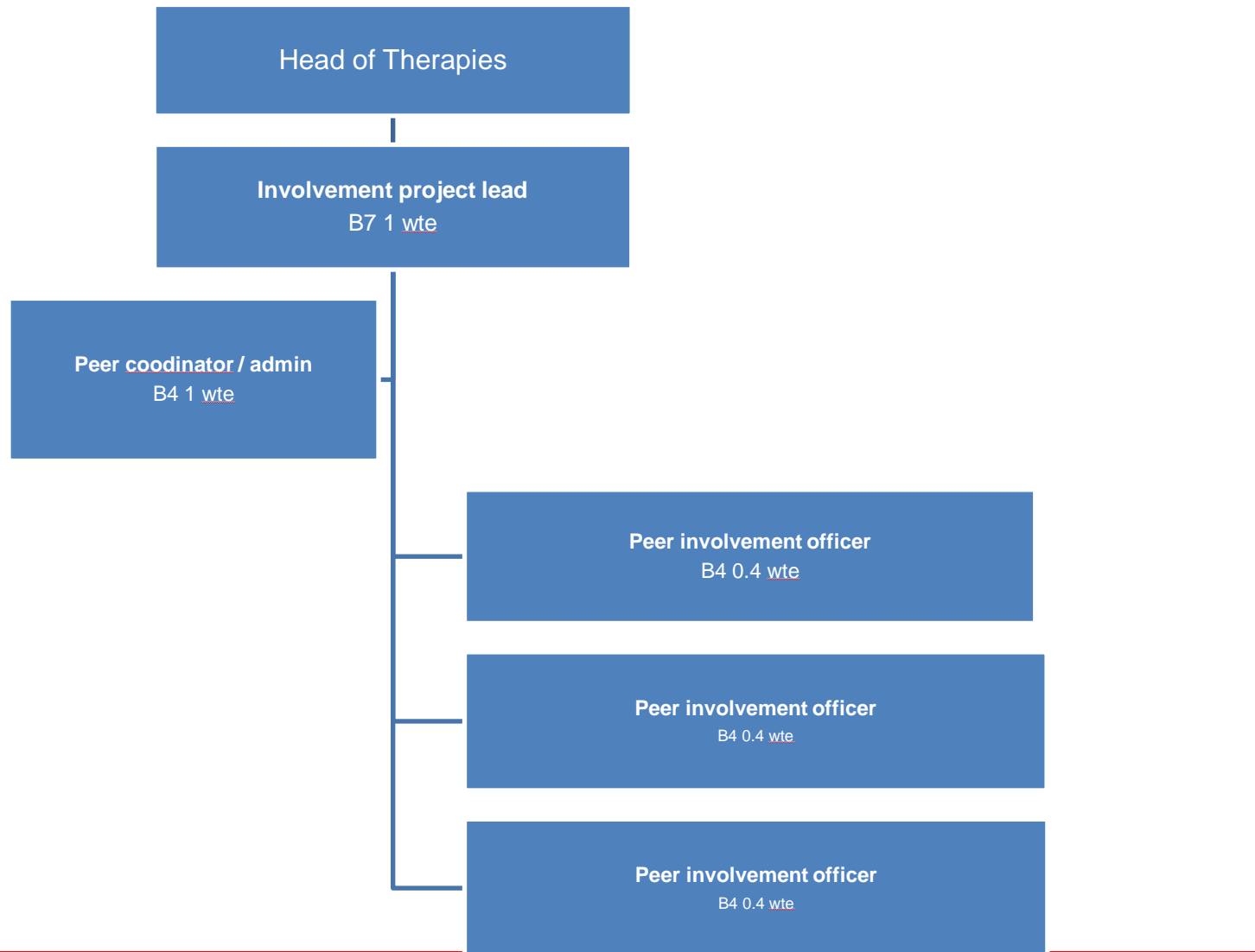
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INVOLVEMENT TEAM STRUCTURE CHART

Helen Miles – Trust Head of Therapies - Sept 2018 CAJE RQY/1165.



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