

NHS LANARKSHIRE

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Addiction Psychology Service (APS) Peer Support Worker

Immediate Senior Officer: Consultant Psychologist & Service Lead

Directorate: Mental Health & Learning Disabilities

Job Reference: NHSL25/014 (C)

2. JOB PURPOSE

The post-holder will be part of Addiction Psychology Service and will work under the direct supervision and guidance of a HCPC registered Clinical / Counselling Psychologist and/or Senior Psychological Therapist. They will use the expertise they have gained through lived experience to support the service to promote and improve mental health and wellbeing by:

- Providing comprehensive support, advice and guidance to service users across the full range of social, educational and welfare services.
- Providing unique personal (peer) experience relating to addiction and/or mental health difficulties.
- Providing coordinated, active support and advice to service users and, in doing so, assist the service users in setting and achieving their recovery goals.
- Assisting in implementing treatment programmes for specific patients, making assessment of progress and providing advice to patients, carers, in a variety of settings.
- Enhancing engagement in psychological therapy.
- Co-producing and contributing to psychological group-work.
- Contributing to care plans under the guidance of supervision (for example, by assisting service users with graded exposure tasks to reduce anxiety, or with behavioural activation approaches to improve low mood).
- Undertaking related administrative duties.

3. DIMENSIONS

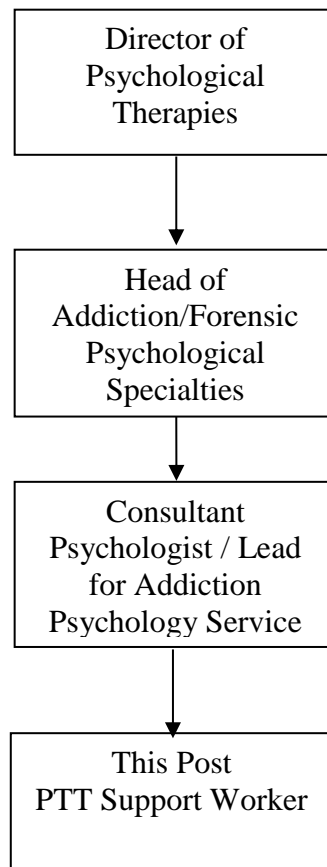
Operating across all ten localities within Lanarkshire, the Addiction Psychology Service (APS) provide services to adults who are experiencing co-morbid addiction and moderate to severe mental health difficulties that are having a significant impact on their level of functioning.

The post holders will be supported and guided by colleagues to carry out work under the supervision of an HCPC registered Clinical / Counselling Psychologist and/or Senior Psychological Therapist.

The post holders can work independently but will be directed by an HCPC registered Clinical / Counselling Psychologist and/or Senior Psychological Therapist.

The post-holder will have a designated administrative base within Lanarkshire, but will be required to meet service-users sometimes at home (following the domiciliary policy and other safety protocols) or in other community locations. There will also be some hybrid home working.

4. ORGANISATION CHART



5. ROLE OF THE DEPARTMENT

The Addiction Psychology Service (APS) exists to address the psychological needs of individuals living in Lanarkshire who are 18 years or older. In addition to its delivery of assessment, individual and group psychological therapies, the service has responsibilities for consultation, teaching and supervision.

Operating across all ten localities within Lanarkshire, the Addiction Psychology Service (APS) provide services to adults who are experiencing comorbid addiction and moderate to severe mental health difficulties that are having a significant impact on their level of functioning. The teams are comprised of Clinical and Counselling Psychologists, and Senior Psychological Therapists. Referrals to APS are agreed through consultation with the locality clinicians and can be received from the Community Addiction Recovery Service (CAREs) in South Lanarkshire, the Addiction Recovery Teams (ART) in North Lanarkshire as well as from Addiction Psychiatrists, GP's with Special Interests (GPwSI) and the Community Prescribing Service (CPS). APS also works in partnership with some 3rd Sector organisations. Clinicians within APS are highly skilled in a variety of therapeutic models and deliver interventions through a range of means. A stepped care approach to delivering evidence based therapies is utilised, enabling individuals to step up or down within the model according to changing need and in response to intervention.

6. KEY RESULT AREAS

The post-holder will be responsible for:

- Applying validated assessment tools
- Support service users with often complex needs in the application of psychological approaches in managing their problems and behaviours as recommended by the clinical team.
- Use the peer relationship, to identify coping strategies and any help seeking barriers to patients.
- Essential to this role is establishing a supportive relationship with each service user (with often multiple needs) to enable them to maximise their own resources in order to improve their quality of life.
- Monitor the progress each service user makes towards meeting their objectives / goals and recovery.
- Assist service users in creating a recovery action plan.
- Promote general wellbeing and expanding service users social, fitness and leisure activities e.g. organising access to fitness and leisure facilities.
- Help service users identify and overcome fears / concerns surrounding engaging in other agencies or engaging in clinical treatment in the service.
- Provide cover for colleagues, in the event of absence, emergencies, and to ensure continuity of service provision.

- To develop sound working relationships with partner organisations and hold knowledge of the addiction and mental health specific help that is available from different outside agencies to assist clients throughout Scotland.
- Undertaking all NHSL mandatory training, adhering to all NHS policies, and, in consultation with their line manager, participating in wider training activities to ensure continual professional development
- Facilitate a peer support space or “Access Point” for adults with mental health difficulties in Lanarkshire seeking social engagement and needing to access signposting and advice.
- Participate in professional meetings as required e.g. Team business meetings, case formulation meetings, client information sessions, supervision meetings with a qualified clinician.
- Responsible for maintaining relevant documentation systems and record keeping including registration documentation and electronic patient activity records as per the records keeping guidelines.
- Promoting awareness of the service through delivering training, development and promotional activities e.g. Facilitating training presentations or running information stalls at mental health awareness events.
- Support the clinician team through collaboration and co-facilitation of group interventions, aspects of individual clinical intervention, and taking part in interview panels.
- Contributing towards the review and development of the Peer Support Worker role as part of an ongoing service development.
- Write letters to GP’s and other agencies to keep them informed about support plans.
- Ensuring confidentiality in all aspects of the service provision, including client records.

7. ASSIGNMENT AND REVIEW OF WORK / DECISION AND JUDGEMENTS

The post-holder will be line managed by the Lead Consultant Psychologist for the Addiction Psychology Service and receive professional supervision from an HCPC registered practitioner psychologist and/or Senior Psychological Therapist within the clinical team. Review of work and supervision will be overseen by the Service Lead on a regular basis. The post holder will be subject to the annual performance review and Personal Development Planning and Review process. Work will be generated in response to service user requirements.

The post holder will be expected to:

- Work autonomously and exercise initiative when providing advice or support however, the clinical lead or other senior staff will be available for advice and guidance.
- Escalate complex cases for additional support when required.
- Provide advice while being aware of the limits of their competence
- Bring any public protection/safety issues, such as risk to self or others and child or adult protection concerns, to the immediate attention of senior colleagues as they arise.

- Work within the overall parameters of the agreed care plan and be required to make situation judgement about service user's ability to participate in planned episodes of care and support and feed this back to the wider clinical team.
- Have skills for evaluating patient conditions, adapting contact as necessary
- Facilitate the service registration process, recording the needs of service users who have significant welfare, social or psychological difficulties
- Plan and prioritise their own workload on a day to day basis.
- Recognise change in patient condition and know when to seek guidance from the relevant professional within or out with the Addiction Psychology Service.
- Manage a client caseload in line with the requirements of the service taking into account unplanned changes as they arise and re-organise work load according to priorities.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

The post holder requires a high level of communication for effective delivery of often sensitive and complex information to clients, their families, carers and a wide range of lay and professional persons within and outside the NHS through both written and oral form.

The post holder should be able to build up client trust and confidence and deliver care in a sensitive and non-judgemental manner. This may be in an atmosphere that may be highly emotive, hostile or antagonistic.

The post-holder should be able to interact effectively with staff from all disciplines as well as with people who have experience of trauma and difficulties with their mental health.

The post holders will be provided with training, support and supervision to facilitate a trauma informed response to individual needs of people they are working with.

The post holders are expected to be receptive to supervision and to use this time appropriately and effectively.

They are required to attend and contribute to appropriate multidisciplinary meetings

The post-holder must have the ability to modify their communication skills dependent on client need to aid comprehension in the delivery of care e.g., a client with cognitive impairment.

9. MOST CHALLENGING PART OF THE JOB

- Managing competing demands within a busy service.
- The post holder will frequently and directly be exposed to highly emotive information on a regular basis, including working with patients detailed accounts of distressing experiences.

- The post holder will have to develop and maintain relationships with service users where engagement is difficult and behaviour is often highly distressed
- Required to change task at short notice due to prioritisation of an identified need of an individual.
- Maintaining effective communication, and communicating sensitive information, with clients who are experiencing mental health difficulties and their families/carers.
- Developing and maintaining relationships with service users whilst also monitoring their progress.
- Contributing to and supporting a culture change within the clinical area towards a more recovery focused and rights and values based model of care.

10. SYSTEMS

- Information Technology Systems – Word, Excel, Outlook, Trakcare, Morse, EMIS, Near Me video conferencing
- Use of telephones
- Use of department shared network and databases

11. PHYSICAL, MENTAL, EMOTIONAL EFFORT

Physical Effort

- The post-holder may be required to manoeuvre wheelchairs.
- Keyboard skills.
- Able to travel between sites, other organisations and to client's homes.
- Being able to drive is helpful for the role.
- Lengthy times may be spent at a computer for which keyboard skills are required, as is speed and accuracy in word processing.
- Occasional light effort and sitting in a constrained position for client sessions.
- A requirement to attend compulsory management of aggression training to address possibility of high-risk situations.

Mental Effort

- Focussed concentration and attention is required throughout client sessions. This requires the mind to be constantly active and may endure well out-with the clinical situation.
- The ability to respond to and meet unforeseen urgent deadlines and to prioritise and organise workload.
- Intense mental effort to allow flexible response depending upon client's presentation.

Emotional Effort

- The post holder could be occasionally exposed to verbal abuse, hostility and unpleasant conditions.
- The post holder will be required to support service users who are in distress and may be in crisis.
- The post holder will be exposed to information and situations which may cause distress, including personal trauma which may be similar to those experienced by the post holder
- The nature of the role means that the post holder may, within appropriate boundaries, use their own personal addiction and/or mental health experiences to assist others
- The post holder will be required to deal with sensitive and confidential information and adhere to NHSL policies
- Communicating with carers and families who may be distressed about the service user

12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT

The post-holder will be expected to be able to use IT Equipment and have keyboard skills with ability to use Microsoft Word, Excel, and PowerPoint. They will be expected to be able to use Microsoft Outlook and the Internet.

The post holder may be exposed to unpleasant environmental conditions whilst working in the community, or on home visits.

13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

- SVQ in Health/Social Care or working towards, or equivalent experience working in a health or social care role/voluntary role.
- Experience of having had difficulties in relation to their own addiction and/or mental health.

- Have a working/living knowledge and understanding of the consequences and impact of mental health difficulties (physical, social, environmental).
- A willingness to undertake specified training, and to develop skills and competencies that assist in the delivery of the duties of the role.
- Ability to work with people and as part of a multi-disciplinary team.
- Effective verbal and written communication skills.
- Ability to carry out assigned tasks effectively in a busy environment.
- Ability to work independently under regular supervision.
- Full understanding of the importance of confidentiality.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: