

**NHS GREATER GLASGOW & CLYDE**

**Peer Support Worker**

**Job Description**

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| **1. JOB IDENTIFICATION**

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| **Job Title:** | **Peer Support Worker (Mental Health)** |
| **Responsible to:** | **Andrew Gumley and Megan Marwick** |
| **Department(s):** |   |
| **Directorate:** |  |
| **Operating Division**  |  |
| **No of Job Holders:** | **1** |
| **Last Update:** | **January 2021** |

1. **JOB PURPOSE**

The post holder will be based in an adult community mental health team although may work with more than one team within an HSCP area. The post holder will work into the catchment hospital and support people prior to, during and post discharge from hospital. The post holder will bring lived experience of mental health issues and will utilise this experience to aid the recovery of identified patients. The post holder will assist the individual to set and achieve their own unique recovery goals by providing support and keep the focus of life beyond illness.It is intended that the peer support service will add to the quality of recovery orientated care and treatment. The post holder will be line managed by the Peer Support Co-ordinator and will have supervision from a designated senior clinician within the community mental health team. Within the 5 year Mental Health Strategy for NHS GGC (2018) there is a strong emphasis on the delivery of recovery orientated services. There is intention that mental health services should develop and implement a test of change for Peer Support over a fixed time period with an evaluation framework which measures outcomes. The RAPID Trial, funded by the National Institute for Health Research’s Health Technology Assessment programme, is a 38 month randomised controlled trial, led by Professor Tony Morrison, which builds on our track record of collaborative research on psychological interventions for people with psychosis and other serious mental health problems, by evaluating the possible benefits of 3 remotely delivered, brief psychosocial interventions. It will compare a safety planning intervention delivered by assistant psychologists with a semi-structured peer support intervention and with a smartphone app designed to help people manage suicidal thoughts. All interventions will be compared with treatment as usual from a home-based treatment team. We will conduct this research across 5 areas in the UK (Manchester, East London, Glasgow, North East London and Oxford). The PREVAIL intervention is a semi-structured approach to supporting people with serious mental health problems who are experiencing suicidal thoughts that is also underpinned by the principles of Peer Support. Peer relationships are viewed as partnerships that invite and inspire both parties to learn and grow. The way or working encourages us to increasingly live and move towards what we want instead of focussing on fears that past adverse experiences will recur. The role of the peer support worker on the RAPID Trial is to work with peers to complete PREVAIL in a 1:1 setting and to deliver PREVAIL sessions in line with the intervention manual and principles of peer support. The peer support worker will be working alongside other research and clinical staff members to uphold the culture and structure of the intervention manual and peer support model. Included in the role are the tasks working flexibly and responsively with peer relationships; engaging in conversations and action planning about participants’ safety; answering queries; responding to feedback; gathering and processing data on participant experience; and engaging in supervision and reflective space. As such, the post holder needs both to work collaboratively, and to take individual responsibility for their contribution to the many tasks and processes involved in the role.The introduction of the peer-delivered intervention that will be delivered as part of the RAPID Trial marks a step forward in changing the culture of mental health services. Nationally and locally at GMMH we are moving towards greater peer involvement in a number of areas of service provision. The post holder will fulfil an important role in working with others to take forward these initiatives within research settings and contribute to the evidence base for peer-delivered interventions in NHS settings. |
| 1. **ROLE OF THE DEPARTMENT**

CMHTs work with people with complex mental health problems and associated risks who typically require longer-term care and treatment, multidisciplinary engagement, and with the capacity to provide assertive care and to manage higher levels of risk. Typically CMHTs will work with two broad groups of patients:1. People with conditions that require interventions of weeks or months, with discharge on completion of the intervention. 2. People who require ongoing treatment, and care and monitoring for prolonged periods, who should be managed within the recovery model with an expectation of improved functioning which may enable discharge. CMHTs will work in partnership with patients, families and carers, primary care and other agencies to design, implement and oversee comprehensive packages of health and social care where needed, to support people with complex mental health needs.The peer support worker will be part of the multi-disciplinary team and will help to influence recovery focused practice within the team.***(Ref CMHT Operational Framework doc)*** |
| **4. ORGANISATIONAL POSITION**Mental Health Recovery Operational ManagerPeer Support WorkerClinical supervisor from CMHT |

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| 1. **SCOPE AND RANGE**

The post holder will operate across a defined area of mental health services areas within one of the 6 HSCP’s in NHS Greater Glasgow & Clyde. The post-holder will work within adult community mental health services, and be an integral member of the multi-disciplinary team.The peer support service will focus on, but will not be exclusively for those patients who have repeated admissions to hospital. The post holder will support patients to establish greater control over their lives and their life decisions, working as part of the multi-disciplinary team. A key feature of the post will be the person’s unique experience of recovery and how the wisdom that comes with this lived experience can support others on their personal recovery journey, whilst recognising that each individual’s recovery, like his or her experience of mental ill-health, is a distinctive and personal and individual process.The post-holder will carry out their activities to an agreed level of competence, using initiative and experience, but within an agreed set of parameters as indicated by their line manager /supervisor. A clinical staff member will provide support and supervision, including support to manage time and workload.The post holder will report to the Peer Support Co-ordinator. |
| 1. **MAIN DUTIES/RESPONSIBILITIES**

The post holder will be responsible for:* Assisting people to identify and set their own goals for their recovery.
* Talking to people about their situation and providing support for them to overcome their fears within a relationship of trust and empathy.
* Establishing supportive relationships and enabling the person to maximise their own resources in order to improve their quality of life.
* Supporting people to identify and overcome barriers to recovery.
* Drawing on their own lived experience to support others.
* Model personal responsibility, self awareness, self belief self advocacy and hopefulness.
* Sign post to local resources, opportunities and activities within local communities to promote choice and informed decision making.
* Accompany patients to appointments, meetings, activities of their choice and perform a range of practical tasks aligned to recovery goals.
* Contribute to the development of the peer support worker model across mental health services in NHSGGC.
* Be a team worker, providing a service to patients in relation to peer support and recovery.
* Promoting a recovery orientated service by identifying recovery focused activities and imparting information and education as required.
* Adhering to NHS GGC policies and procedures.
* Undertake mandatory/statutory training as required
* Participate in regular supervision
* Undertake relevant activities to meet training objectives as identified by line manager and supervisor
* Maintain a training record of continuing professional development ensuring a working knowledge of up to date advances in mental health recovery and peer support
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| **7a. EQUIPMENT & MACHINERY*** Regular use of IT equipment.
* Regular use of telephones.
* Travel to and from visits/community venues/hospitals will be required.

**7b. SYSTEMS*** Awareness of organisational policies and procedures.
* Working knowledge of local protocols, policies and procedures.
* Ensure that up to date electronic records and activity data are maintained according to organisational standards.
* Act in accordance with data protection
* Adhere to Health and Safety Policies and Procedures
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| 1. **DECISIONS AND JUDGEMENTS**
* The post holder will work within the multi-disciplinary care plan.
* The post holder will be required to make situation judgement about service user’s ability to participate in planned episodes of care and feed this back to the wider clinical team.
* The post-holder will report back changes in the patient to the key worker or designated healthcare professional, working within established guidelines.

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| **9. COMMUNICATIONS AND RELATIONSHIPS*** Provide and receive information that requires tact and the ability to give re-assurance.
* Communicate with patients, members of the multi-disciplinary team and other peer support workers.
* Awareness of professional roles within the therapeutic relationship.
* Awareness of the importance of confidentiality.
* Professional appearance and behaviour.
* Ability to deal with conflict and to help others to do so.
* Ability to work as part of a team.
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| **10.PHYSICAL, MENTAL, EMOTIONAL, ENVIRONMENTAL DEMANDS OF THE JOB****PHYSICAL*** Travelling within service area.

**MENTAL*** Periods of concentration when engaging with service users.
* Active listening and awareness of non-verbal communication/body language.

**EMOTIONAL*** Working with patients whose mental health problems could be similar to those experienced by the post holder.
* Using your own personal experiences to assist others.
* Working in an environment similar to that where you previously may have received care
* Working with distressed, anxious, mentally unwell patients which may cause distress.

**ENVIRONMENTAL*** Potential exposure to verbal aggression
* Potential exposure to physically aggressive behaviour
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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB*** The post holder will be helping to develop a new role within the service which challenges the traditional service model.
* The post holder, by definition is in recovery from mental health problems and may have previously been a recipient of services in a similar environment.
* The post holder will have the ability to maintain recovery whilst assisting others.
* Dealing with competing demands on time.
* Maintaining relationships with patients.
* Influencing recovery focused practice within the team.
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| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB*** Lived experience of recovery from mental health problems.
* Experience of recovering a meaningful life.
* Experience of being in a supportive and enabling role.
* Understanding of mental health recovery and the elements which help and hinder the process.
* Ability to share personal story of recovery in a professional manner.
* Ability to assist people to develop recovery plans.
* Ability to work in an enabling and creative way.
* Ability to maintain and model appropriate boundaries.
* Ability to carry out practical tasks.
* Understanding of the impact of stigma and discrimination and of the issues relating to equality and diversity.
* Ability to manage stress and plan and prioritise work load.
* Fully understand the importance of confidentiality.
* Active listening skills.
* Awareness of the value of supervision to reflect on personal impact of work demands and to be able to reflect on own performance.
* Computer literacy.
* Good written and verbal communication.
* Knowledge of relevant legislation.
* Commitment to undertaking peer support training.
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**Job Title: Peer Support Worker**

**Department: Mental Health**

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| **Experience** | **Essential (√)** | **Desirable (√)** |
| Ability to draw on lived experience of mental health and recovery in a way that supports, empowers and brings hope. |  |  |
| Evidence of using lived experience to support others. |  |  |
| Relevant working/voluntary experience |  |  |
| Experience of a supportive/enabling role |  |  |
| Ability to maintain and model appropriate boundaries |  |  |
| Computer literacy |  |  |
| Experience of being able to prioritise and deal with workload effectively |  |  |
| Experience of having worked in a paid support worker role |  | **√** |
| **Qualifications** | **Essential (√)** | **Desirable (√)** |
| Relevant SVQ level 3 or equivalent |  | **√** |
| General education |  |  |
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| **Behavioural Competencies** | **Essential (√)** | **Desirable (√)** |
| Effective communication skills |  |  |
| Ability to work as part of a team |  |  |
| Establish mutual and reciprocal relationships |  |  |
| Managing own well-being and resilience |  |  |
| Acting as a role model, sharing strengths and skills as appropriate |  |  |
| Active listening skills |  |  |
| **Values** |  |  |
| Believe in possibility of recovery for all.  |  |  |
| Demonstrated commitment to peer principles and values.  |  |  |
| Belief that individuals have internal resources to lead their ownRecovery. |  |  |
| **Other** | **Essential (√)** | **Desirable (√)** |
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