

JOB DESCRIPTION

JOB DETAILS

JOB TITLE:	Peer Support Worker (PSW)
JOB REFERENCE NUMBER:	
BAND:	Band 3 (Subject to Agenda for change)
WARD/DEPT.	Community Suffolk
DIRECTORATE/LOCALITY:	Suffolk
ESSENTIAL QUALIFICATIONS:	<p>PSW Training Course or commitment to completing the NSFT PSW course or an equivalent PSW training programme.</p> <p>AND</p> <p>Care Certificate – must be achieved within first 12 weeks of employment</p>

ORGANISATIONAL ARRANGEMENTS

ACCOUNTABLE TO:	Service Manager
REPORTS TO:	Clinical Team Leader
RESPONSIBLE FOR:	<p>Role modelling and promotion of recovery principles within teams.</p> <p>Working to support Service Users in achieving their personal recovery goals.</p>

ROLE SUMMARY

As an integral and highly valued member of the Multi-Disciplinary Team (MDT), the PSW will provide formalised peer support and practical assistance to service users in order for them to regain control over their lives and enable their own unique recovery journey. They will act as a role model to peers, carers, staff and others from a 'lived experience' perspective.

PSWs will show empathy, share experiences, inspire hope and promote recovery, with the aim of assisting/supporting service users on both a 1:1 and group basis, to gain and maintain maximum levels of independence in the community.

The PSW will be a Champion and act as an ambassador of recovery within a service setting and for the Trust with external agencies and partner organisations.

The PSW will fulfil this role within the MDT through the provision of information and a range of learning opportunities for staff and others across the Trust. This may be formally through the Recovery Colleges and more informally within the work base.

SPECIFIC DUTIES

- To undertake the Care Certificate within the first 12 weeks of employment – or have an existing qualification/programme of learning agreed as meeting wholly or partially, the standards of the Care Certificate
- To work with the MDT in the support of service users accessing the Trust services.
- To establish a supportive and respectful relationship with Service Users and their Carers.
- To role-model personal responsibility, self-awareness, self-belief, advocacy and hopefulness via the telling of their own recovery story to inspire and incite confidence in peers.
- To share/teach coping, self-help and self-management techniques within the peer relationship.
- To support individuals in identifying their own strengths, personal interests, achievements and meaningful recovery goals.
- By utilising a range of recovery tools, techniques and experiences in addition to their own lived experience, PSW's will help individuals develop recovery objectives.
- To assist service users in being actively involved in creating their own unique recovery action plan as part of the Care Programme Approach.
- To positively provide and support independent living for Service users in the Community by maintaining knowledge and links with Community resources and actively support service users to access them.
- To participate in activities and groups with the Service user.
- To assist and support individuals with Activities of Daily Living and managing their lives on a day-to-day basis alongside their recovery goals.
- To accompany service users to meetings and appointments as identified as part of their recovery.
- To support service users in seeking to connect/maintain contact with their families, friends and significant others and in learning how to improve and develop

relationships.

- To maintain a focus on the rights of the service user/carer at all times, and to respect their personal, social, spiritual beliefs and their unique identity.

COMMUNICATION

- To form professional peer-based relationships with service users, communicating with them in a way that respects their views, autonomy and culture.
- To provide relevant information, written and oral, relating to Service User progress including writing notes on Lorenzo.
- To develop good working relationships with ward staff and the multidisciplinary team liaising with other agencies as appropriate.
- To attend and contribute at multidisciplinary team meetings.

SERVICE DEVELOPMENT AND DELIVERY

- To be involved in the on-going development of the Recovery College and PSW role within the Trust as required.

GENERAL

- To follow the NSFT Code of Conduct for unregistered staff at all times.
- To liaise with the Senior Peer Support Workers
- To participate in regular supervision as per Trust policy.
- To adhere to all Trust Policies and Procedures.

This is an outline of the post-holders' duties and responsibilities. It is not an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Service.

TRUST VALUES AND BEHAVIOURS

To promote and adhere to the workplace values of NSFT.

Our values and behaviours were created by 1,300 staff members, service users and carers all working together in the Putting People First project.

They reflect what we all believe makes the most positive difference to the care we offer and to the way we work with one another. By 'living our values' we will develop our Trust, our people, and continue to improve the quality of everything we do.

Our values... Our behaviours... Our future

Working together for better mental health...

Positively...



Be proactive...

Look for solutions, think creatively and focus on what we can do

Take pride...

Always do our best

Take responsibility...

Plan ahead, be realistic and do what we say we will

Support people to set and achieve goals...

And be the best they can

Recognise people...

Their efforts and achievements, and say thank you



Working together
for better mental health

Respectfully...



Value everyone...

Acknowledge people's unique experiences, skills and contribution

Step into other people's shoes...

Notice what's actually happening

Take time to care...

Be welcoming, friendly and support others

Be professional...

Respect people's time and be aware of our impact

Be effective...

Focus on the purpose and keep it as simple as possible

Together...



Involve people...

Make connections and learn from each other

Share...

Knowledge, information and learning

Keep people updated...

With timely, open and honest communication

Have two-way conversations...

Listen and respond

Speak up...

Seek, welcome and give feedback

nsft.nhs.uk

REGISTERED HEALTH PROFESSIONAL

All staff that are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure that they are familiar with and adhere to these requirements.

SUPERVISORY RESPONSIBILITIES

RISK MANAGEMENT / HEALTH AND SAFETY

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures as laid down by the Trust. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

FLEXIBILITY

You are expected to be flexible in the duties you carry out and the Trust reserves the right to vary your duties from time to time in line with service needs and as commensurate with your Pay Band. You may, therefore, be required, during the course of your employment, to work in a different location and/or to carry out alternative duties consistent with your status, role, knowledge and experience, taking account of any professional registration and/or qualification requirements, and which are commensurate with your Pay Band; this may include a temporary or longer term

transfer to work within a different Locality or Service. Arrangements under your Terms and Conditions of Service and Trust policies will apply.

RECORDS MANAGEMENT

The post holder has responsibility for timely and accurate record keeping where appropriate and in line with professional guidelines.

The post holder has responsibility for the creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and other relevant statutory requirements. Training will be provided in appropriate information management for the post.

SUSTAINABILITY

Carbon reduction and sustainable development are issues that impact on the lives of everyone and it is expected that all staff will commit to the principles of carbon reducing behaviours and sustainable development to ensure that resources are used efficiently, our carbon footprint is reduced and health services continue to improve.

SAFEGUARDING

Clinical*

NSFT expects all practitioners to act in accordance with statutory and local policies regarding recognition, reporting, information sharing, record keeping and joint working in relation to the Safeguarding of Children and Adults as outlined in the Children Act 1989/2004, Working Together to Safeguard and Promote the Welfare of Vulnerable Children 2018 and the Care Act 2014.

OR

Non-Clinical*

The NSFT expects that all staff will maintain statutory and local compliance to competency-based training in relation to Safeguarding Children and Adults as outlined in Children Act 1989/2004, Working Together to Safeguard and Promote the Welfare of Vulnerable Children 2010 and No Secrets 2002.

WORKING WITH FAMILIES OF SERVICE USERS

Ensure that (practitioners / clinicians etc.) when working with service users consider the effects and impact of their mental health and risk behaviours on their families, and provide appropriate support, advice and education for all family members. The needs of children and young people within the household/family should be given special consideration in line with Social Care Institute for Excellence's guidance "Think Child, Think Parent, Think Family" and must always be the priority for NSFT staff across all roles and services.

CONFIDENTIALITY

The post holder is required to maintain confidentiality of information in accordance with

professional and Trust policy. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of their duties.

This job description is an outline and account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their Terms and Conditions of Service detailed in the Contract of Employment.

INFECTION PREVENTION

NSFT expects all staff to act in accordance with statutory requirements regarding infection prevention as outlined in the Health & Social Care Act 2008, Code of Practice on the prevention and control of infection 2015. NSFT staff are responsible for protecting themselves and others against infection risks and complying with infection control policies and procedures.

Signed:.....Manager

Signed:.....Post Holder

PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

JOB TITLE

XXXXXXX

	ESSENTIAL Without which the post holder could not be appointed	DESIRABLE Extra qualities that can be used to choose between candidates with all essential criteria	METHOD OF ASSESSMENT
QUALIFICATIONS	PSW training course or Commitment to completing the NSFT PSW course or an equivalent PSW training programme. And Care Certificate must be achieved within first 12 weeks of employment.	MH first aid course Other relevant training/course Level 3 Diploma in Health & Social Care or equivalent qualification/ experience. Level 3 Award in Adult Education & Training. A recognised coaching qualification.	Certificates
EXPERIENCE	Personal lived experience of mental health difficulties and personal recovery OR Carer (indirect) lived experience supporting someone through their recovery	Experience of receiving care under Secondary Mental Health Services Co-facilitating groups Mentoring Coaching Co-production of courses and workshop materials Other relevant roles / jobs	Application Form / Interview / References
SKILLS	Understanding/knowledge 'embodiment'	Multi-lingual	Application Form / Interview / References

	<p>of the Recovery model.</p> <p>Communication skills (verbal & written)</p> <p>Role modelling</p> <p>Self-motivating</p> <p>Respecting for all / non-judgmental</p> <p>Team working</p> <p>Approachable</p> <p>Use of self</p> <p>Confident and Enthusiastic</p> <p>Practical skills</p> <p>Ability to work within minimal supervision</p> <p>Good time management skills</p> <p>Basic IT skills</p>	<p>Good working knowledge of IT applications and good general IT skills</p>	
KNOWLEDGE	<p>Awareness of Safeguarding, confidentiality, boundaries & role limitations.</p> <p>Understanding of Mental Health issues</p> <p>Key principles of recovery and peer</p>	<p>Local community resources</p> <p>Solution-focused working</p> <p>Strengths-based approach</p> <p>Key principles of Recovery Colleges</p>	<p>Application Form / Interview / References</p>

	support Self-management techniques for personal wellbeing		
OTHER (Please specify)	Commitment to continuing personal development. Flexible / adaptable. Ability to travel independently.	Ability to reflect	Application Form / Interview / Document Check

	Positively...	Respectfully...	Together...	METHOD OF ASSESSMENT
VALUES (APPLICABLE TO ALL POSTS)	Look for solutions, think creatively and focus on what we can do	Acknowledge people's unique experiences, skills and contribution	Make connections and learn from each other	Application and Interview
	Take pride... Always do our best	Step into other people's shoes... Notice what's actually happening	Share... Knowledge, information and learning	
	Take responsibility...	Take time to care...	Keep people updated...	

	Plan ahead, be realistic and do what we say we will	Be welcoming, friendly and support others	With timely, open and honest communication
	Support people to set and achieve goals...	Be professional...	Have two-way conversations...
	And be the best they can	Respect people's time and be aware of our impact	Listen and respond
	Recognise people...	Be effective...	Speak up...
	Their efforts and achievements, and say thank you	Focus on the purpose and keep it as simple as possible	Seek, welcome and give feedback

FURTHER INFORMATION

Please enter here details of frequency and intensity of each element

Element

(e.g. mental effort)	Details of frequency and intensity
Working conditions	
Inclement weather	Rare exposure to inclement weather
Extreme Temperatures	None
Unpleasant smells	Occasional exposure to unpleasant smells
Noxious Fumes	None
Excessive noise/vibration	None
Continuous use of VDU equipment	None
Unpleasant substances	None
Infectious material	Occasional exposure to infectious materials/foul linen
Body Fluids, Faeces/Vomit	Occasional exposure to body fluids/may be frequent in certain localities
Dust/Dirt	Rare exposure to dust and dirt
Humidity	None
Contaminated equipment/work area	None
Driving/Being Driven (normal conditions)	Frequent exposure to driving / being driven (normal conditions)
Driving/Being Driven (emergency conditions)	None
Fleas/Lice/Infestation	Occasional exposure to infestations
Dangerous Chemicals – Substances in containers	None
Dangerous Chemicals – Substances (uncontained)	None
Exposure to verbal aggression (little/no support)	Occasional exposure to verbal aggression
Exposure to physical aggression (little/no support)	Occasional exposure to dealing with difficult circumstances

Physical effort	
Working in uncomfortable conditions	None
Working in physically cramped conditions	None
Making repetitive movements	None
Lifting weights/equipment without mechanical aid	None
Climbing or crawling	None
Manipulating objects	None
Manual Digging	None
Running	None
Standing/sitting with limited scope for movement	None
Kneeling, crouching, twisting, bending, stretching	None
Walking for long periods	None
Heavy duty cleaning	None
Pushing/pulling trolleys or similar equipment	None
Working at heights	None
Controlled restraint i.e. in post requiring training/certification	None

Emotional effort	
Processing (e.g. typing/transmitting) news of highly distressing events	None
Giving unwelcome news to patients / clients / carers / staff	None
Caring for the terminally ill	None
Dealing with difficult situations/circumstances	Occasional exposure to dealing with difficult circumstances
Designated to provide emotional support to front line staff	None
Communicating life-changing events	None
Dealing with people with challenging behaviour	Frequent exposure to dealing with people with challenging behaviour
Attending scenes of accidents	None

Mental effort	
Carry out formal student/trainee assessments	None
Carry out clinical/social care interventions	Frequent exposure to carry out clinical/social care interventions
Analyse statistics	None
Operate equipment/machinery	Occasional requirement to operate machinery
Give evidence in court/tribunal/formal hearings	None
Attending meetings (if yes, describe role in "Further Information")	Occasional requirement to attend meetings/patient reviews
Carry out screening tests/microscope work	None
Prepare detailed reports	None
Check documents	None
Drive a vehicle	None
Perform calculations	None
Make clinical diagnoses	None
Carry out non-clinical fault finding	None

Freedom to act	
Does the post holder generally work without close supervision	Frequent requirement to work without close supervision
Does the post holder work without direct access to a manager	Frequent requirement to work without direct access to a manager
Does the post holder work without access to a manager by telephone	None
Is the post holder the lead specialist in their field	No

How often on average does the post holder give guidance and advice to others?

Daily: ☒

Weekly: ☐

Other frequency (please comment)

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How often is the post holder's work checked/monitored/assessed?

Daily: ☐

Weekly: ☐

Other frequency (please comment)

Monthly in supervision or as required

Manager responsible for completion of this document

Name:

Member of Staff to whom this document relates:

Date Completed:

Review Date:

DISTRIBUTION: One copy to member of staff, one copy to personal file.
Please ensure Job Description is agreed and signed by both manager and employee