



# Peer Support Worker

**HIV, Sexual and Gender Health & Dermatology  
Directorate**

## JOB DESCRIPTION



**Chelsea and Westminster Hospital**  
NHS Foundation Trust





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# Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

## Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

## Job summary

|                         |                                |
|-------------------------|--------------------------------|
| <b>Job title</b>        | Peer Support Worker            |
| <b>Band</b>             | 5                              |
| <b>Division</b>         | Specialist Care Division       |
| <b>Responsible to</b>   | CCGS Clinical Psychologist     |
| <b>Accountable to</b>   | General Manager                |
| <b>Type of contract</b> | Permanent                      |
| <b>Hours per week</b>   | 18.75                          |
| <b>Location</b>         | Chelsea & Westminster Hospital |

## Overview

### Background

Chelsea and Westminster Hospital NHS Foundation Trust is one of the leading providers of services for the LGBTQI+ communities including our surgical service, Chelsea Centre for Gender Surgery (CCGS), the gender dysphoria clinic 'TransPlus', trans sexual health service '56T'. Our trans services are recognised for their inclusivity & diversity and our ambition is to be the leading healthcare provider for trans and non-binary service users in the UK, building on the specialist expertise and knowledge of our clinical teams.

Chelsea and Westminster Hospital has been commissioned by NHS England to provide a comprehensive gender surgery centre including masculinising lower surgery, masculinising chest, and feminising lower surgery. Our vision is for an innovative and patient-centred service based on the principle that patients must have equal access to surgical services whatever their gender identity with reasonable adjustments to the delivery of care to match the individual's needs and circumstances.

### Gender Surgery at Chelsea and Westminster Hospital

CCGS is hosted within the Division of Specialist Care at Chelsea and Westminster Hospital. The Chelsea Centre for Gender Surgery has commenced work delivering masculinising lower surgery, focusing initially on metoidioplasty. Alongside this, patients are offered minimally-invasive gynaecological surgery, including hysterectomy, adnexectomy, and vaginectomy.

The team at CCGS comprises consultant gender specialist surgeons, urological, plastic and gynaecological surgeons leading a multidisciplinary team of Nurse Specialists, Pelvic Floor Physiotherapists, Dieticians, Psychologists, Anaesthetists and Endocrinologists. Together, we aim to provide holistic care to all our patients throughout their surgical journey. We are also supported by a Deputy General Manager who covers Gender Health. Patients' first point of contact with the team will be our two Patient Pathway Coordinators who also provide administrative support to the clinical team. We also have two Patient Champions who are trans and gender expansive and whose role is to support service user involvement and consultation and to support LGBTQ+ inclusion within the trust as a whole.

Developing our peer support provision as we expand the service is critical to ensuring our service is ran by and for the trans and gender expansive community and to ensure we remain true to our values.

We welcome applications from everyone, however, we are especially keen to hear from applicants with lived experience who are able to connect with and advocate for those who wish to access gender affirming care.

## **Key responsibilities**

To provide individual peer support sessions to Trans and non-binary service users, supporting them to identify and work towards their goals in relation to preparing for and recovering from surgery.

To facilitate peer support groups which foster connections between service users and reduce isolation.

- To support patients to increase involvement in their care, and confidence in decision-making.
  - To work alongside the MDT to ensure, a high-quality service is provided to Trans and non-binary people.
  - To recognise needs within the service user population and develop the service or organise events to address these.
  - To support any other peer support projects which may arise.
  - To support service evaluation and research projects conducted within the service as appropriate.

## **Key working relationships**

- Medical and Nursing staff.
- Gender Affirmation Surgery clinical team.
- CCGS clinical team.
- Clinical and administrative management teams.
- Theatres and anaesthetic teams.
- Support services – e.g., theatres, radiology, pharmacy.
- Gender dysphoria clinics.
- Professional bodies and research institutions.
- Patient Groups and third sector organisations.
- External Trusts, NHS England, the Care Quality Commission, CCGs and numerous other organisations and individuals which the service may deal with.

## Job Summary

### Roles and responsibilities

- To work with the Gender Affirmation Surgery team both within and outside the Trans health sector to ensure a high-quality service to trans and non-binary people.
- To supervise and co-ordinate volunteers and provide remote and face-to-face contact with CCGS service users.
- To work alongside the CCGS MDT to coordinate and facilitate a range of groups that address Trans and non-binary health and support patients throughout their surgical journey.
- To support patients to develop an individualised care plan.
- Support patients to support patients as appropriate to increase involvement in their care, and confidence in decision-making.
- To link patients in with local services where appropriate

### Flexibility

- The post holder may be required to vary their hours of work in agreement with their line manager and/ or Service Manager to support the requirements of the service.
- The post may require the successful application to travel across various sites where applicable.

### Communication

Ensure all communication, which may be complex, contentious or sensitive, is undertaken in a responsive and inclusive manner, focusing on improvement and ways to move forward.

Ensure all communication is presented appropriately to the different recipients, according to levels of understanding, type of communication being imparted, and possible barriers such as language, culture, understanding or physical or mental health conditions.

To liaise with MDT colleagues involved in a patient's care as appropriate with an appreciation of confidentiality and managing risk.

## Person specification

|                  |                     |
|------------------|---------------------|
| <b>Job title</b> | Peer Support Worker |
| <b>Band</b>      | 5                   |

## Division Specialist Care Division

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

**E** = essential

**D** = desirable

### Trust values

|                                  |          |
|----------------------------------|----------|
| Putting patients first           | <b>E</b> |
| Responsive to patients and staff | <b>E</b> |
| Open and honest                  | <b>E</b> |
| Unfailingly kind                 | <b>E</b> |
| Determined to develop            | <b>E</b> |

### Education and qualifications

|   |          |
|---|----------|
| Degree or equivalent level of experience. | <b>E</b> |
|---|----------|

### Experience

|   |          |
|---|----------|
| Degree or equivalent level of experience  | <b>E</b> |
| Proven experience of dealing with complex presenting issues.  | <b>E</b> |
| Experience of working with trans/non-binary communities including both face to face, virtual, and telephone support and holding an ongoing patient case load.         | <b>E</b> |
| Ability to design and deliver meetings and workshops to achieve specific outcomes.  | <b>E</b> |
| Experience of working in a team.  | <b>E</b> |
| Demonstrable experience of working within customer-driven service and working to strict Targets.  | <b>E</b> |
| Experience of working with general public and senior management.  | <b>E</b> |
| Working in NHS or other similar health care environment.  | <b>E</b> |
| Robust understanding of the needs of the trans and non-binary community including experience of working with domestic and sexual violence and victims of hate crime.  | <b>E</b> |
| Experience of working with a wide range of people including facilitating groups for trans and non-binary individuals and working in community and Hospital locations. | <b>D</b> |
| A good understanding of NHS structure and language.   | <b>D</b> |

### Skills and knowledge

|  |          |
|--|----------|
| To have a flexible approach to work and be able to use own initiative.             | <b>E</b> |
| Able to demonstrate sensitivity and empathy, particularly in difficult situations. | <b>E</b> |
| Competent working knowledge of Windows-based computer systems.                     | <b>E</b> |
| Ability to prioritise workload effectively and meet competing demands.             | <b>E</b> |



|   |          |
|---|----------|
| Willing to learn new systems.   | <b>E</b> |
| Able to explain procedures and policy to other staff.   | <b>E</b> |
| Knowledge of filing systems and ability to file accurately and pay attention to detail.             | <b>E</b> |
| Excellent communication skills both written and verbal.   | <b>E</b> |
| Familiarity with Trust's PAS and other electronic patient administration and documentation systems. | <b>D</b> |
| Familiarity with medical records and clinical correspondence.                                       | <b>D</b> |

## Personal qualities

|   |          |
|---|----------|
| Excellent interpersonal and customer service skills.                      | <b>E</b> |
| Positive, enthusiastic attitude.  | <b>E</b> |
| Reliable and motivated.   | <b>E</b> |
| Able to solve problems and work in a logical and methodical manner.       | <b>E</b> |
| Able to have a helpful manner when dealing with patients and other staff. | <b>E</b> |
| Able to respond calmly in difficult situations (e.g. verbal aggression.)  | <b>E</b> |
| To keep confidentiality   | <b>E</b> |

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and their manager. All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure, you must seek clarification from a more senior member of staff.





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NHS Foundation Trust

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