

## JOB DESCRIPTION FOR THE POST OF Peer Support Worker for the Homeless Rough Sleepers Nursing Team

<b>TITLE:</b>	<b>Peer Support Worker</b>
<b>AGENDA FOR CHANGE PAY BAND:</b>	<b>Band 3</b>
<b>DIRECTORATE</b>	<b>Neighbourhood Directorate</b>
<b>ACCOUNTABLE TO:</b>	<b>Neighbourhood Directorate Lead</b>
<b>REPORTS TO:</b>	<b>Clinical Lead for Homeless Nursing</b>
<b>RESPONSIBLE FOR:</b>	<b>Providing care and support for patients with co-existing mental health and/or substance misuse needs across the homeless nursing service.</b>

### What is a Peer Support Worker?

PSW's give support and encouragement to people experiencing mental health difficulties. A quality that makes them stand out from other staff is that PSW's draw directly on their own experiences of mental health difficulties requiring a skilled approach to interpersonal boundaries. They do not replace other roles in mental health services; rather, their skill in using their own experience to work collaboratively with someone facing similar mental health difficulties, is a unique one.

PSW's can offer emotional and practical support to people going through similar kinds of experiences. It is different from organizational help which uses medical or psychological models as it recognizes the value of self-reflection and validation. A peer can understand people's stories and help it to be useful to personal recovery. By not giving advice or direction, but listening, exploring, and suggesting alternative interpretations and explanations to help people to find their own solutions that work for them as individuals.

They can use their own lived experiences to:

- Help people to **connect**; having good relationships and being connected to other people in positive ways.
- Engender **hope**: having hope for a life worth living, optimism that recovery is possible and developing relationships that support this.
- Help people reclaim their **identity**; regaining a positive sense of self, of who they are beyond mental health difficulties and to overcome stigma.
- Enable people to find **meaning**; living a meaningful and purposeful life, as defined by the person.
- Help people to develop personal **empowerment**; regaining control over their life, focusing on strengths and taking personal responsibility for their recovery.

The relationship between the MH PSW and the person they help is key. It is based on people learning together in a relationship that is mutual, trusting, non-judgmental and respectful.

## **KEY RELATIONSHIPS**

- People with Mental Health and substance misuse issues
- Other paid staff and volunteers e.g., from clinical, voluntary, or statutory backgrounds
- Managers/Supervisors
- Peer Support Supervisors
- Other MH PSW's

## **MAIN TASKS AND RESPONSIBILITIES**

**Understands the Values of peer support and the principles that underpin it**

**Has knowledge as a peer support worker:**

**Applies a knowledge of:**

- A wide range of mental health and substance misuse difficulties
- The impact of mental health and substance misuse difficulties on functioning
- The associations between mental and physical health
- Interventions for mental health and substance misuse difficulties including trauma informed care.
- Local Services and sources of mental health and substance misuse care
- Professional, legal, and ethical frameworks
- Issues of safeguarding, confidentiality, consent, and information sharing
- Self-harm and suicide prevention as well procedures for maintaining safety.

**Has strong relationship skills:**

**Share and understanding of:**

- Recovery-focused and person-centered approaches
- Drawing on and sharing lived experience
- Developing and maintaining mutual and reciprocal peer relationships
- Working with a difference
- Their role as a facilitator of others' path to change rather than an instigator.

**Support people as a peer support worker:**

**Has an ability to:**

- Support people in their personal recovery
- Help people engage in activities that are meaningful to them.
- Help people develop coping and support options.
- Collaboratively discuss care and support options
- Contribute to the co-production of individual care and recovery plans.
- Facilitate access to care and sources of support.
- Support transitions in care
- Stand back and be non-directive.

**Works as part of a team promoting people's rights:**

**Has an ability to:**

- Work as part of a team
- Work with other organisations and service
- Offer a personalised recovery perspective.
- Promote the rights of people being supported.

### **Uses Self-care and Support:**

Has an ability to:

- Maintain a focus on self-management, self-care and own health and well-being.
- Reflect on own work.
- Make effective use of supervision.
- Engage in active learning.
- Continue their own development journey.

**Meta-competencies for peer support workers** (this includes an ability to balance the various roles of MH PSW (for example providing support, promoting people's rights, facilitator or providing interventions)).

Has an awareness of:

- Attitudes, values, and style of interaction
- Engagement and intervention
- Adapting support to different individuals and situations
- Responses to feedback
- Their own self-care needs.
- Clear boundaries when it comes to advice and help.

### **Optional Skills: Using Psychological approaches to support personal recovery.**

Has an ability to:

- Help people make use of psychological approaches to support their recovery.
- Work with people in groups
- Support people's use of digital interventions

### **Peer Support Training & Assessment**

Please be aware that all successful candidates will be required to attend and complete an enhanced peer support training course that is delivered face to face and online learning. This is to ensure that peer supporter's practice is guided by the Health Education England (HEE) national competencies for paid Mental Health Peer Support Workers. As part of this, candidates will be assessed using a variety of informal discussions, case studies and 'on the job' observations. Although the intention is for the PSW training to be completed within the first 12 months of candidates being in post, if there are challenges, we will work with you to complete in a timely manner.



**Person Specification**

**Mental Health Peer Support Worker  
Band 3**

<b>REQUIREMENTS</b>	<b>ESSENTIAL</b>
<b>Qualifications and Training</b>	Proven experience of providing Peer Support or Peer Mentoring.  A good standard of English and Maths.
<b>Knowledge &amp; Experience</b>	Lived experience of mental health and/or substance misuse difficulties  Experience of drawing directly on own lived experiences of mental health and/or substance misuse difficulties  Experience of using mental health services and/or substance misuse such as being a hospital inpatient, housing, and community services.  Experience of using a range of self-management or recovery tools and techniques to support health and well-being.  Experience of collaboration and/or working in a person-centred way to help people develop coping and problem-solving skills.  Experience of working as part of a team.  Knowledge of local services and sources of mental health and substance misuse support.
<b>Skills and Abilities</b>	Excellent listening and interpersonal skills: empathy, kindness and patience.  Experience of communicating in a respectful and non-judgmental way and supporting people in a way that is tactful and sensitive.  Ability to work collaboratively with other staff, volunteers, and teams.  Ability to follow policies and procedures.  IT literacy including email, internet and Microsoft Teams or Zoom
<b>Personal Qualities</b>	Ability to be supportive but not 'do' for others.  Ability to undertake reflection as part of learning and personal development.

	Ability to set clear boundaries.
<b>Other</b>	<p>To be able to drive and have the use of a car.</p> <p>Ability to accompany peers to meetings and appointments.</p> <p>A willingness to work flexibly to meet the needs of the service and the people who use it.</p> <p>To undertake visits, in a range of locations.</p> <p>Risk assessments to be carried out as necessary, as the nature of contacts with service users / carers requires that work is predominantly undertaken alone.</p>

The following Agenda for Change specifications are applicable to those PSWs employed by Somerset NHS Foundation Trust.

- Communication and Relationships (Level 5)
- Analytical and Judgement (Level 3)
- Responsibility for patient/client care (Level 4)
- Freedom to act (Level 4)
- Emotional effort (Level 3)

## **EXPECTATIONS OF THE POST HOLDER**

### **CHANGES TO THE JOB**

This post may be subject to changes/review as the needs of the service/department /unit change. Any changes will be made following consultation with the individual before the changes are made.

### **CONFIDENTIALITY**

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1998 or an action for civil damages under the same Act in addition to any disciplinary action taken by the Somerset Partnership NHS Foundation Trust, which might include dismissal. Data Protection applies even after staff have left their employment with the Trust. It is the responsibility of each member of staff to be aware of and to comply with, the Staff Code of Confidentiality Policy, which highlights your responsibilities in respect of service user (patient) confidentiality. Staff who are governed by a professional Code of Conduct are expected to uphold their professional body's provisions relating to confidentiality.

### **INFORMATION GOVERNANCE**

All staff must keep up to date with Trust requirements and changes in this area. Your attention is drawn specifically to: *Information Technology*: correct, professional and safe use of computers and digital data storage solutions. *Data Protection*: Confidentiality of service user and staff information either verbally or in writing and including IT solutions, e.g. secure e-mails, paper records and other media. *Freedom of Information*: All NHS staff may receive a FOI request and must be aware of who to contact. Senior Managers will be responsible for ensuring information governance is complied with by staff they are responsible for. Each Head of Service or Senior Manager will report any performance issues in relation to information governance to the Director they are accountable to.

Employees are individually responsible for the quality of data, which they input to Trust systems and documents.

### **FREEDOM OF INFORMATION**

Staff must also be aware of the Freedom of Information Policy because they may be asked for confidential personal and/or corporate information under the Freedom of Information Act, which can only be disclosed if approved. Failure to adhere to this policy may result in dismissal.

### **HEALTH AND SAFETY**

All staff have a responsibility and duty of care to operate safe working practices to prevent injury to themselves and others affected by their acts or omissions whilst undertaking duties and activities for the Trust. Individuals may find themselves liable to action if they fail to report health and safety/risk issues. All staff are required to make themselves aware of and comply with the Health and Safety policy.

Smoking is prohibited on all Trust sites.

### **FITNESS TO PRACTISE & TO UNDERTAKE JOB ROLE**

The Trust has an obligation to ensure that employees do not start work without careful examination of their fitness to undertake the post for which they applied.

Employees should also be honest and trustworthy, acting with integrity at all times. In order to demonstrate that they are fit to practise, employees should: -

- act quickly to protect the safety of patients if you have reason to believe that you or a colleague may not be fit to undertake the duties within their job role.
- take effective action if they have concerns about the honesty of others.
- be honest and trustworthy when writing reports, completing and signing forms and using the RiO electronic patient record system.
- be honest and trustworthy in any financial dealings, especially if you are managing finances, and make sure that any funds are used for the purpose they were intended for.
- co-operate with any formal inquiry by your professional body or the Trust into your health, behaviour or performance, or that of anybody else.
- comply with the regulations of your professional body and all Trust policies and procedures.
- If the ability to perform Control and Restraint (C&R) or Prevention of Violence, Management of Aggression (PVMA) techniques is a requirement of the role the individual must declare physical fitness to undertake such a role.
- All members of staff are required to undertake the level of mandatory training and personal safety training appropriate to their role and work area, and to keep this training up to date.

## **APPRAISAL**

Employees are entitled to an annual appraisal identifying learning needs and reflecting on performance. Each employee should agree a personal development plan and ensure that they access mandatory training on an annual basis.

This job description is designed to identify principal responsibilities only. The post holder is required to be flexible in developing the role in accordance with changes in the Trust's organisational objectives and priorities.

## **RECOVERY**

All employees are required to have an understanding of the board principles of the Recovery Approach and to incorporate them into every aspect of their work in support of the Trust's aim to provide services that support people's recovery through being holistic and promoting social inclusion, self management, personal autonomy and independence.

## **INFECTION CONTROL**

The Trust regards infection control as an essential requirement in the provision of a safe service to all its patients. All members of staff will be expected to follow the Trust policies in relation to infection control and staff have a duty to make themselves aware of the policies and how they affect them. Decontamination of hands is regarded as an integral part of the provision of the service and in particular staff in clinical areas who are in patient contact must decontaminate their hands following all examinations or treatment and before dealing with another patient. Similarly, ensuring the cleanliness of equipment is the responsibility of all staff, with staff in clinical areas expected to decontaminate equipment in line with Trust policy. Staff who are observed not complying with any infection control policy should be expected to be challenged and action may be taken in line with the Trust's Employee Relations policy.

## **EMERGENCY STAFFING**



The trust reserves the right to move staff between units within a (25 mile radius) to cover emergency staffing situations or to facilitate improved quality of care or skill mix for the benefit of its patients. The trust does not deem a short-term change of base, for example to cover a shift, as a material change in contract or terms of employment and the banding of the post will not change.

If a longer-term change is required, this arrangement will be made by mutual agreement.

## **SAFEGUARDING**

It is a requirement that all staff undertake both the mandatory Level 1 Children and Adults Safeguarding training. These are combined for all staff and form part of the Trust's induction programme. The Trust has clearly defined structures for Safeguarding Adults and Children; these are underpinned with policies, procedures and additional training where appropriate depending on individual roles. Each team has a Lead for Safeguarding who will receive additional role specific guidance and training from the Safeguarding Lead and Named Nurse. The Trust's Safeguarding intranet pages provide all staff with up to date policies, procedures and guidance that must be adhered to as well as other useful information and contact details for the Safeguarding Team.

## **SUSTAINABILITY/CARBON FOOTPRINT**

The Trust, as one of the largest public organisations in the county, is committed to promoting sustainable development and reducing the harmful effects of its activities on the environment. Staff are expected to promote and embrace the principles of sustainable development in their daily duties; specifically to ensure that they use energy and other natural resources as efficiently as possible to minimise their carbon footprint.

**We are committed to being an Equal Opportunities Employer and operate a Job Share Policy.**

**We welcome applications from people who have personal experience of mental health difficulties.**

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