



Senior (Peer) Support Worker

Job Title:	Senior (Peer) Support Worker
Location:	The Cellar Trust, Fairfield Road, Shipley, BD18 4QP/ homeworking (see below)
Responsible to:	Crisis and Specialist Support Lead
Responsible for:	Peer Support Staff/Volunteers
Hours of work:	Part time: 30 hours per week (4 days) Working on a rota basis including weekends and bank holidays to cover a 365-day service. Core hours between 9am-6pm
Salary:	£20,035 - £22,635 per annum, pro rata
Contract:	Permanent
Holiday allowance:	25 days per year plus bank holidays, pro-rata
Closing date:	Wednesday 28 th April 2021
Interviews:	Tuesday 4 th May 2021

Job Purpose

We are recruiting a Senior (Peer) Support Worker to deliver our innovative crisis service for the people of Bradford District and Airedale, Wharfedale and Craven. Haven is a partnership between The Cellar Trust, Bradford District Foundation Care Trust and Bradford Metropolitan District Council. It supports individuals in mental distress, as an alternative place to A&E. The aim is to build individual and community resilience, and work with individuals to develop plans to help to keep them safe and well.

We are looking for an experienced (Peer) Support Worker to work as a senior member of our award winning Haven team with a good understanding of mental health, and a passion for empowering and supporting individuals. You will be highly motivated, proactive, resourceful and have a positive attitude with a flexible approach and excellent interpersonal and team working skills.

The Senior (Peer) Support Workers are a key part of the Haven service. The purpose is to deliver high quality care and support for individuals in mental distress, including helping them to develop plans to build their resilience, and stay well and safe in the community. A key part of this role will also be to lead the shift and supervise other Peer Support Workers, including liaising with clinical staff to ensure the smooth running of the service and managing rotas for a 365 day service. In addition, you will manage the Peer Support Staff/Volunteers.

Please Note: This role is optional in terms of the peer support element – i.e. we welcome applications from staff who may or may not have lived experience of their own mental health problems.

Emotional Effort

The role is emotionally demanding due to the nature of distress experienced by service users and the worker's own lived experience. Issues may be encountered which may be emotionally distressing for the workers involved.

Physical Effort

You may need to travel within service area, as required. Use of breakaway techniques may be required.

Job Location – COVID-19

Due to the COVID-19 pandemic The Cellar Trust office has been closed and all staff working from home with most services and functions continuing as normal. In line with current Government guidance we are currently working towards resuming normal operations and getting our staff back into the office as soon as we can. We cannot however predict the exact timing and you may be required to work from home for the start of your contract. This will include having a virtual induction and training via telephone, email and video calls. Therefore, you will need to have a suitable space to work at home, with access to the internet and the ability to make confidential calls and attend virtual meetings. You will be provided with all equipment necessary to do this.

Accountability

- Responsible to the Crisis and Specialist Support Lead;
- Line management of Peer Support Workers and supervision of Peer Support Volunteers.

Key Duties and Responsibilities

Supervision and management

- Compiling and planning ongoing rota
- Taking lead on updating rota in event of illness/arranging bank cover
- Leading on devising new induction training for new/existing team members
- Training and induction of new team members, including practical set-up on software systems etc.
- Arrange monthly team meetings and Haven Reflective Group
- Leading on ongoing ad hoc projects such as:
 - Looking at/revising self-harm policy
 - Updating Haven SOP
 - Launching Beyond Safer Spaces system for digital sessions
- Supervise Mental Health Support Workers and Peer Support Workers to ensure that a high-quality service is delivered;
- Manage Peer Support Volunteers, offering regular supervision and opportunities to upskill;
- Ensure that the service is operated in a safe manner, in line with legislation and best practice guidance;
- Work in a proactive manner which enables continuous learning/development and improvement in the service. This will include working with the leadership team to identify opportunities for further growth to the service;
- Work with the Crisis and Specialist Support Lead and Head of Client Services to develop processes and guidance for use within the service.

Supporting and working with clients

- Work with unconditional positive regard and empower clients to build their resilience and move forward in their recovery;
- Work with clients on a one-to-one and group basis;
- Use a brief therapy approach to help the de-escalation of crisis and distress;
- Work with clients to talk about their distress, and how they can manage it going forward;
- Support clients in the development of wellness and safety plans;
- Encourage clients to establish social networks and undertake meaningful activities to assist them to develop positive coping mechanisms;
- Support carers and families of clients as appropriate;
- Work with a high level of awareness of safeguarding in order to both prevent and respond appropriately to abuse.

Other duties

- Work closely with the First Response Crisis Service to manage risk appropriately;
- Liaise with other mental health and social care professionals and services as required, for example, social workers, Community Mental Health Teams and outreach workers to ensure that wellness and safety plans are implemented;
- Ensure that the service is delivered in line with confidentiality and GDPR legislation and guidelines;
- Participate in all mandatory training and continued professional development as required;
- Work in a collaborative manner which encourages effective team work and communication.

Person specification

All aspects of the person specification will be assessed through the application form with additional questions at interview stage. Please ensure that all of the criteria is addressed in your personal statement with examples/evidence for each aspect of the role.

Criteria	Essential	Desirable
QUALIFICATIONS	NVQ 3/ Level 3 diploma/ equivalent through short courses OR relevant applied experience.	Additional qualifications in areas related to mental health and/or health and social care, for example, social work, occupational therapy.
	Peer Support Training.	
SKILLS & EXPERIENCE	Evidence of numeracy and literacy skills.	Coaching or basic counselling skills.
	Ability to use Microsoft office packages including word and excel to a good standard.	Language skills other than English.
	Effective client care and support skills including in a one-to-one basis.	Experience of working with families and carers.
	Excellent interpersonal and written communication skills.	Experience of delivering training or facilitating group discussion.
	Supervisory and people management skills.	Experience of writing policies and operational plans
	Strong experience of working in a relevant health or social care setting.	Experience of implementing new ways of working and managing change.
	Understanding of managing risk in a mental health setting.	
	Willingness to deliver basic training and facilitate group discussions.	
	Experience of planning and delivering activities for clients.	
	Experience of liaising with other service and/or care providers.	
	Experience of working with people in mental distress/crisis.	
	Lived experience of own mental health problems & Experience of peer support.	

KNOWLEDGE	Awareness of other mental health services in the community.	Understanding of mental health legislation.
	Awareness of and empathy for mental health problems and how they can impact on the lives of individuals.	Knowledge of managing a working rota.
	Good understanding of the principals of recovery.	
PERSONAL ATTRIBUTES	Comfortable working under pressure and ability to prioritise work, and multi-task in a busy environment.	
	Strong commitment to working collaboratively as part of a team.	
	A willingness to be flexible.	
	Engaging and consultative approach to leadership.	
	Motivation to meet the needs of individual clients.	
	Commitment to equality, diversity and cultural understanding.	
	Committed, passionate and enthusiastic.	
	Commitment to delivering a high-quality service and continuous improvement.	
	Calm and empathetic approach to working with people in distress.	
	A proactive and empowering approach to promoting recovery.	
OTHER	Ability and willingness to reflect on work practice and be open to constructive feedback.	
	Willing and able to undertake all mandatory training as required.	
	Ability to manage stress and to plan and prioritise workload and maintain a healthy home/work life balance.	
	High level of self-awareness – ability to critically appraise own performance.	
	Professional in appearance and behaviour.	