



Senior (Peer) Support Worker

Job Title: Senior (Peer) Support Worker
Location: The Cellar Trust, Farfield Road, Shipley, BD18 4QP, with some homeworking and community-based work
Responsible to: Head of Service
Hours of work: Part time - 30 hours per week. Core hours between 9am-6pm, Mon-Fri
Salary: £21,635 FTE per annum, pro rata (actual salary £17,308 per annum)
Contract: Permanent
Holiday allowance: 25 days per year plus bank holidays, pro-rata
Informal enquiries: David Grant-Roberts (Head of Service) on 01274 586 474 or david.grant-roberts@thecellartrust.org
Applications to: recruitment@thecellartrust.org.uk
Closing Date: 4pm Monday 08 November 2021
Interview Date: w/c 15 November 2021

General

We are a local mental health charity based in Shipley and have been supporting people from Bradford, Airedale, Wharfedale and Craven for over 30 years. We deliver lots of brilliant services, to give people a helping hand with their mental health, but whatever your role is within the organisation you will have the chance to make your mark and see the impact of the work you are doing.

We are committed to offering flexible working options to our staff where we can and have a range of possibilities that can be considered, if appropriate to the role. This may include options such as flexi-time, hybrid working (a mixture of home and office based) and compressed hours.

The Cellar Trust is an equal opportunities employer and applications are welcome from all sections of the community, particularly BAME and LGBTQ communities who are under-represented within the organisation.

We are a Disability Confident employer, and offer a guaranteed interview to candidates with a disability who meet all the essential criteria in the person specification. If you would like to request a guaranteed interview because of a disability, or you would require any reasonable adjustments at the interview stage of the recruitment process, please specify this in your application.

How to Apply

To apply for this post please answer these **three Qs** and submit them typed in a word document to recruitment@thecellartrust.org before the closing date.

1. What skills and experience do you have relevant to the role?
2. What are your personal values and how do you demonstrate them in everyday life? (You can give examples from either a work or non-work setting, or both).
3. How would you work in a trauma informed way?

If you would like a copy of any of the recruitment documents in another format, such as a paper copy, please email recruitment@thecellartrust.org. Only candidates invited to interview will be informed and due to the volume of applications received we may only be able to give feedback to people who are unsuccessful at interview stage.

The successful candidate will be required to undertake an enhanced Disclosure and Barring Service (DBS) check.

Job Purpose

The Cellar Trust has been granted funding to start an exciting new peer support service helping people who have experienced complex trauma and frequently need additional support. This role will be part of our Crisis and Specialist Support services, offering one to one provision for a 12 week period as well as assisting people to engage in peer support groups, well-being groups and community activities. We know that peer support can make a big difference in assisting the recovery journey of people suffering with mental health problems and this service will aim to help our clients move forward with their lives and achieve their goals.

We are looking for someone with lived experience of mental health problems who is able to draw on this to provide peer support to people who are struggling to find the help they need within the services currently on offer. You will also need to have experience of working with people to build confidence and skills. The role will require you to have supervisory responsibility for the service's Peer Support Workers and volunteers providing day to day line management and ensuring they are supported to deliver a high quality service.

As a values driven mental health charity we are also looking for someone who is passionate about mental health and making a difference and who is able to work sensitively with staff, volunteers and clients. Experience of working in mental health is not essential, as training will be provided. This is a community-based role so you will need to be comfortable with travel and independent working, as well as working as part of a great team.

Accountability

- Responsible to Head of Service.
- Line management of Peer Support Workers and volunteers.

Key duties and responsibilities

Supervision and management

- Take a lead to deal with staff absence and cover sickness
- Training and induction of new team members
- Arrange and lead monthly team meetings
- 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 Head of Service to develop processes and guidance for use within the service

Supporting & Working with clients

- Provide one to one support for individuals in a recovery-focused and person-centred way, which builds confidence and helps people to move forward.
- Facilitate peer support and or wellbeing groups.
- Use own lived experience of recovery from mental health problems, as appropriate, to inspire and support others.
- Manage caseload of people, ensuring all are given time and seen regularly and plan own workload to meet agreed delivery targets.
- Build safe, trusting relationships with individuals based on non-judgmental listening and shared lived experience;
- Model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness;
- Work independently across the community, including regular travel across Bradford, Airedale, Wharfedale and Craven.

- Promote and demonstrate effective and professional communication at all times with service users, carers, colleagues and other departments to ensure joined up high quality support and recognise the need for tact, consideration and confidentiality;
- Act as an ambassador for The Cellar Trust, in line with our values, liaising with professionals and organisations across the district including referrers and partners.
- Ensure that notes and data is recorded in an accurate and timely manner, and all associated paperwork is kept up to date, escalating safeguarding or serious incidents as appropriate.
- Engage in and make full use of the supervision, training, peer support, personal development activities and other support to take a proactive approach to continued personal and professional development and remain well and safe.
- Work flexibly, as required. This might require some working out of 'normal' hours, however, we operate a time off in lieu policy.
- Perform any other duties relevant to the post (to be decided by your line manager), including taking a flexible, team-based approach to delivery.
- Sign-post to various resources, opportunities and activities in the community to promote choice and informed decision-making;
- Attend all mandatory and role specific training as and when required to do so;
- Ensure that the service is delivered in line with confidentiality and GDPR legislation and guidelines.
- Work in a collaborative manner which encourages effective team work and communication.

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.

Person specification

All aspects of the person specification will be assessed through the application process with additional questions at interview stage. Please ensure that all of the criteria are addressed in your Expression of Interest.

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 implementing new ways of working and managing change.
	Strong experience of working in a relevant health or social care setting.	
	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.	
	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.	

	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	Willing and able to travel to a range of locations locally.	
	High level of self-awareness & ability and willingness to reflect on work practice, 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.	
	Professional in appearance and behaviour.	