

KENT & MEDWAY NHS and SOCIAL CARE PARTNERSHIP TRUST

JOB DESCRIPTION

1. JOB DETAILS

Job Holder:

Job Title: Peer Support Worker

Grade Band 2

Location: In patient

JOB PURPOSE

The main purpose of this role is to work closely alongside other team members to support service users to establish greater control over their lives, helping to identify aspects of life that give meaning, hope, value and purpose whilst recognizing that each individual's recovery is a distinctive and deeply personal process.

This role will involve working individually with service users supporting them to reach their individual recovery goals.

There will be a variety of tasks some of which will be service user initiated, whilst others will be requested by staff for the overall service provision.

The post holder will be expected to work flexibly as the service requires.

DIMENSIONS/RESPONSIBILITIES

TEAM ROLE: To establish and maintain good working relationships with all members of the multi-disciplinary team.

CLIENTS: Working directly with clients, contributing to the Care Program Approach, under supervision of senior staff.

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

Lived experience of mental health problems, willing to positively share own life experiences. Ideally having personal experience of Recovery Star and trained in 'Telling your Story' or willingness to train in both.

Experience of working with people with mental health problems.

N.V.Q. Level 2 or an equivalent relevant qualification.

Good written and verbal communication skills.

Good I.T. skills, including WORD, Outlook and the ability to use the RiO electronic records system, or be willing to undergo training.

Flexibility to change and innovation.

The ability to work a variety of hours to suit the needs of the service users and the service.

ORGANISATION AND CONTEXT

The post holder will report to the Team Manager regarding the fulfillment of the role, whilst receiving supervision from identified qualified staff within the team regarding case load and how the role is best utilized. Overall the post holder will be accountable to the Service Line in which the post is hosted. The post holder will work the majority of their time within the in patient environment and so will have daily contact and support from other staff.

The post holder will also have an identified mentor available outside of the service with ring fenced time each month for time to meet. This is to ensure that the post remains true to the principles of 'peer work' and that the post holder's practice is not influenced by more traditional roles and expectations.

Organizational Structure

Director of Service Line

Associate Director

Team Manager

Senior Practitioner

Mental Health Staff

Support Staff –including Peer Support Workers

Key Responsibilities

- To provide opportunities for individual service users to direct their own recovery process, enabling them to complete their advanced care plan.

- To model/mentor a recovery process and demonstrate coping skills, using own experience of recovery to inspire hope
- To assist and advise individuals in managing their own mental health on a day to day basis, for example activities of daily living such as self care, budgeting, personal care, caring for their home, possible work roles and leisure pursuits etc.
- To positively promote recovery by making links with community resources and supporting service users to access them, eg. In relation to training, education, employment, community living and leisure, etc
- To facilitate and co-facilitate therapeutic groups as required
- To work with staff and individuals to support a smooth discharge back into the community
- To support the team in promoting the role of Peer Support Worker and to raise awareness of what recovery means, contributing to any local research/evaluation of this new role
- To participate in regular supervision with manager (weekly at first and then monthly once role is established within the team) and mentoring, meeting other Peer Support Workers at least monthly within ring fenced time.
- To participate and contribute within team meetings, individual appraisal and setting personal development goals within the job.
- Provide accurate and up-to-date oral/written reports on the clients' care and outcomes of care objectives.
- To maintain confidentiality at all times in line with Trust policy.
- To assist in providing a safe and caring environment
- To adhere to Trust and Statutory Health & Safety requirements.
- To maintain and update training as required.
- To undertake any other duties as may be assigned or delegated from time to time by the Unit Manager, or other Senior Trust staff.

COMMUNICATION AND WORKING RELATIONSHIPS

Health: All members of the multi-disciplinary team and other Trust staff

Other: Statutory and voluntary organizations, families, relatives and carers

MOST CHALLENGING PART OF THE JOB

- A. Supporting service users in their own recovery and in relation to their care plan as part of the multi-disciplinary team, with supervision from the team.
- B. To enhance the recovery experience of individual service users by introducing, facilitating and supporting access to a range of community based resources to meet identified needs of the individual.
- C. Developing a range of relevant skills including sharing own personal recovery experience to give hope and support service users in their recovery.
- D. Adopting a flexible and participative approach to innovation and change within the team.

THE TRUST'S VISION, PRINCIPLES AND STRATEGIC OBJECTIVES

Details of the Trust's Vision, Principles and Strategic Objectives can be found at the following:

http://www.kmpt.nhs.uk/The_Trust

CONFIDENTIALITY

Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012).

This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

CONTINUOUS IMPROVEMENT

The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in developing and improving services to the benefit of patients.

STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions, to deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

HEALTH & SAFETY

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

The post holder will be expected to raise any issues of concern with the person in charge, and to report any incidents in line with the relevant Trust policy.

JOB DESCRIPTION AGREEMENT

Job Holder's signature

Date

Manager's signature

Date

This job description is illustrative of the main duties and responsibilities of the post and is not intended to be an exhaustive list. It is subject to regular review, in conjunction with the post holder and in line with service needs.

Matched Job Report

Job Title Support Worker
Job ID RXY/138, 1801
Score 186
Band Band 2
Status Band Matched
Matched To Clinical Support Worker Nursing (Community)
Job Statement To be an integral part of the Community Team acting as associate worker to the group of patients, as directed under supervision, of any professionally qualified staff.

Relevant Job Information	National Profile	Profile	Factor Status	Score
1. Communication & Relationship Skills				
Exchanges factual information with patients using persuasion, reassurance, tact, empathy; may overcome barriers to understanding e.g. patient has physical or mental disabilities	3 (a)	3	Matched	21
2. Knowledge, Training & Experience				
Knowledge of personal care and related procedures, NVQ2 or equivalent experience	2	2	Matched	36
3. Analytical & Judgemental Skills				
Make judgements on patient's condition and take appropriate action	2	2	Matched	15
4. Planning & Organisational Skills				
Plans own work activities	1	1	Matched	6
5. Physical Skills				
Little evidence higher than level 1	2	1	Variation	6
6. Patient / Client Care				
Implements care packages and modifies	3 (a)	4	Variation	22
7. Policy & Service				
Follows policies, may participate in discussions on proposed changes to procedures	1	1	Matched	5
8. Financial & Physical				
Careful use of equipment/ handles patients personal possessions/ ensure equipment used by patients e.g. hoists is safe and properly used	1/2 ab	1	Matched	5
9. Human Resources				
Demonstrates own duties to new staff, agency staff	1	1	Matched	5
10. Information Resources				
Contributes to updating of patient records	1	1	Matched	4
11. Research & Development				
Occasionally participates in audits, surveys, research and development activities	1	1	Matched	5
12. Freedom To Act				
Acts on own initiative in delivering patient care in the community, supervision available	2	2	Matched	12
13. Physical Effort				
Little evidence to support more than level 2	3 c4 c	2	Variation	7
14. Mental Effort				
Concentration is required when carrying out personal care	2 (a)	2	Matched	7

procedures, driving, follows routine

15. Emotional Effort

Care of the terminally ill, chronically sick, disabled patients,
patient deaths

2a-3a

3

Matched

18

16. Working Conditions

Smell, noise, dust/ body fluids, faeces, vomit, emptying bed
pans and urinals, catheter bags

3b-4b

3

Matched

12

