

Job Title:	Peer Support Worker
Reports to (job title):	Senior Lived Experience Lead
Line Manager to:	

## Job purpose

HCRG Care Group Targeted and System Support Services work in close partnership with Children and Young People (CYP), their parents / carers, education and health colleagues to provide mental health and Special Educational Needs and Disability (SEND) support.

The Targeted and System Support Services include the new Southend, Essex and Thurrock Child Adolescent Mental Health Service (SET CAMHS) underpinned by the Thrive Framework; the Affinity Programme delivering a trauma informed approach and restorative coaching to prevent school exclusion and the Keyworker Service supporting CYP with additional needs who face inequalities in their lives.

The main purpose of this role is to work within a multi-disciplinary (several professionals) team to provide support to CYP within the SET CAMHS and Affinity services through role modelling, sign posting and advocacy; drawing on lived experience, demonstrating empathy and hope whilst understanding the challenges and complexities of working with individuals suffering from mental health illness and trauma to move towards user led goals.

## Base

Essex

## Key responsibilities

- To provide peer support to service users supporting them in relation to their careplan on a 1-1 or group basis focusing on building relationships and opportunities to learn together.
- To bring empathy and understanding into all interactions with service users by sharing lived experience and hopefulness.
- To maintain equality with, and work alongside others facing similar experiences and challenges in their health and wellbeing with the central focus being on building trusting relationships rather than intervention.
- To positively support service users by making links and accessing community resources and supporting them with social inclusion.

- To promote understanding of the principles and practice of the Peer Support Practitioner role (relationships and support).
- To interact with and work alongside a team of professionals and service user families and carers in the delivery of peer based approaches (Informal support for other people with the same life experiences).
- To work closely with the Senior Lived Experience Lead to develop the community offer ensuring all services developed are co-produced collaboratively with children, young people (CYP) and their families to build positive relationships and ensure they are responsive to service user needs.
- To Coproduce service developments with CYP, their families & their carers
- To ensure the service is responsive to meeting the needs of CYP with a trauma responsive approach.
- To be creative and flexible to ensure the voice of the CYP and their families is captured.
- Ensure excellent communication and liaison with colleagues, being an agent for systemic change and a champion of peer support with lived experience within and outside HCRG Care Group.
- To keep and maintain accurate, quality and up to date records (using the appropriate computer systems i.e. SystmOne).
- Work flexibly, being prepared to perform other duties commensurate with the role which may include new areas of operation following consultation.
- Work alongside and ensure active service user and carer participation in all aspects of work including design, implementation and monitoring of activities.
- Actively participate in team meetings, case load reviews and reflective practice.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

### Care

- Inspire

### Think

- Challenge

### Do

- Accountability

- Understand
- Communicate

- Improve
- Learn

- Involve
- Resilience

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care

by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- Lived experience of the care system / autism / mental health services and willingness to positively share own life experiences.
- Excellent communication skills with children, young people and adults.
- An understanding and belief in the importance of positive mental wellbeing.
- Ability to engage sometimes difficult to reach young people in 1-1 / group activities.

- planning, organisational and time management skills.
- Ability and commitment to working in an inclusive team focused way.
- Excellent admin and up to date skills including use of Microsoft Office email and electronic reporting systems
- Active personal commitment to continuing professional development.

## Desirable

- Level 3 in health & social care or equivalent experience.
- Experience of working or volunteering with people with mental health problems.
- An understanding of child development.
- Demonstrable understanding of the impact of trauma on child development and behaviour.
- Awareness of community resources and service user groups
- Experience of working in a community capacity role/peer support role.
- Demonstrable record of good working practice with children and young people, having a positive impact on their lives and meeting their needs .
- Experience in the delivery of 1-1 / group based interventions to CYP / parents / carers.

## Other requirements:

- Driving licence and access to vehicle for work purposes.

Employee signature

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Manager signature

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