Prior to using this Job description, please contact Mark Allan, Trust Wide Peer Lead at mark.allan1@nhs.net Many thanks.

JOB DESCRIPTION

Section One

Job Title: Peer Practitioner

AFC Band: 4

Service: As designated (AMH, MHSOP, CYPS, ALD or Forensics)

Professionally Accountable to: Director of Therapies as designated

Professionally Responsible to: Senior Peer Worker

Line Managed: In accordance with locality management structure

Professional Line of Accountability*:
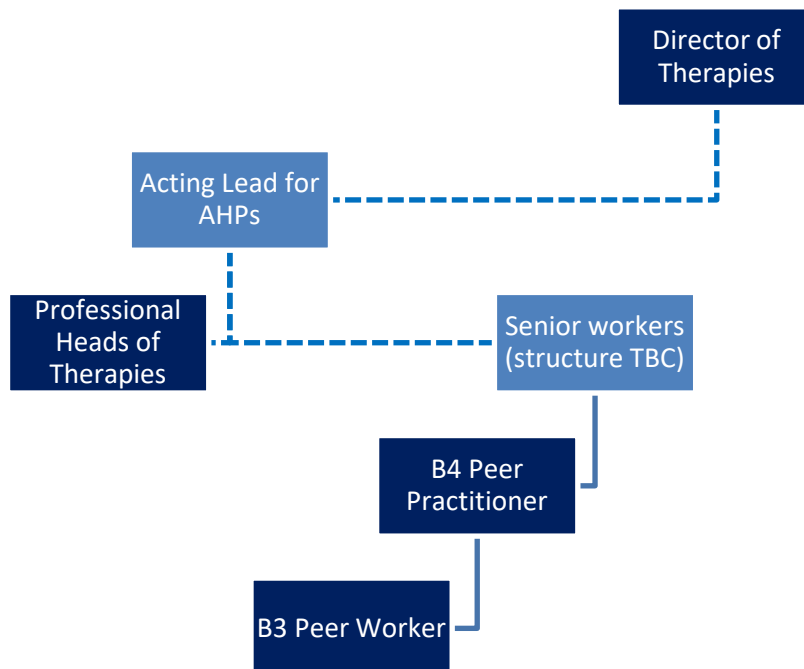
*Dark blue boxes and solid lines indicate substantive positions, light blue boxes and dashed lines indicate acting positions and/or structures to be confirmed.

2.0 **Job Summary**

2.1 To carry a delegated caseload which remains the responsibility of the Senior Peer Worker, often working withoutdirect supervision in a variety of inpatient and community settings including the service user's own home.

2.2 To provide trauma informed peer support to service users who have a range of mental healthconditions and/or learning disabilities.

2.3 To work compassionately with service users and their carers in alignment with the TEWV Peer Support Values and the TEWV Trauma Informed Peer Support Training Course.

2.4 To provide the best possible experience for service users and carers.

2.5 Depending on work area, to supervise peer workers day to day work within parameters agreed with the Senior Peer Support Worker.

2.6 To show commitment to and participate in quality improvement activities.

2.7 To promote at all times a positive image of people with mental health conditions and learning disabilities.

2.8 To promote at all times an authentic understanding of the Peer Support Services and the wider Trust.

3.0 **Main Duties and Responsibilities**

3.1 **Clinical Responsibilities, Patient Contact**

3.1.1 Carries own caseloads which remain the responsibility of the Senior Peer Worker. Service users maydemonstrate behaviours that challenge or have difficult family situations of relevance.

3.1.2 Carries out initial introduction to peer work meetings and comes to mutual agreement as to whether and how to work together as appropriate, and feeds back plans to Senior Peer Worker.

3.1.3 Assesses and records and reports Duty of Care and Safeguarding issues in clinical and community settings includingthe service user's own home.

3.1.4 Develops and implements sessions with service users, individually or ingroups, within a Peer Support framework overseen by a Senior Peer Worker.

3.1.5 Monitors peer relationship making adjustments (within established parameters) and feeding back to the Senior Peer Worker in a timely and appropriatemanner.

3.1.6 Engages service users/carers in a compassionate manner in alignment with the TEWV Peer Support Values.

3.1.7 Shares lived experience according to principles discussed in TEWV Peer Support training, to service users and carers

3.1.8 Under the guidance of the Senior Peer Worker, supports service users voice to be heard at clinical meetings

3.1.9 Participates in health promotion activities in accordance with the TEWV Peer Support Values.

3.1.10 Responsible for recognising the potential for or signs of service user harm, abuse or neglect, including poor clinical practice, reporting all such concerns and taking all reasonable steps to protect the service user. Responsible for identifying and reporting concerns regarding the safeguarding of children who may be at risk.

3.1.12 Works in environments where physical interventions in the management of violence and aggression may be required. Is not involved in physical intervention, but instead works where appropriate to compassionately support service users in line with peer values.

3.2 Administrative Responsibilities

3.2.1 Undertakes administrative tasks in relation to own work and as requested e.g. taking telephone messages, preparing case note files, collating and inputting data, photocopying, filing.

3.2.2 Uses Microsoft Office applications on a daily basis.

3.2.4 May prepare peer support materials, teaching materials and other service literature with oversight from the Peer Lead

3.3 Responsibility for Information Systems

3.3.1 Responsible for maintaining accurate service user records following the TEWV Peer Support Note Taking Guidance using PARIS or other electronic systems approved by the Trust and in accordancewith the Trust and professional record keeping standards.

3.3.2 Works collaboratively with service users to report on their peer work together for distribution to other healthcare professionals if appropriate

3.3.3 Records information required for statistical purposes in an accurate and timely manner.

3.3.4 Monitors case notes to ensure that service users' contact details are up to date for open cases.

3.4 **Responsibility for Planning/Organising & Strategic/Business Development**

3.4.1 Organises own day to day tasks.

3.4.2 Plans and delivers peer support for individual service users or groups, within the limits of the peer support framework overseen by the Senior Peer Worker.

3.4.3 Delegates tasks to Peer Workers within parameters agreed with Senior Peer Worker.

3.4.4 Assists in planning training sessions, workshops, seminars and poster displays.

3.4.5 Arranges appointments for service users.

3.4.6 May comment on the draft annual business plans for Peer Support Services as part of the team.

3.5 **Policy Development**

3.5.1 Contributes to the development of policies and procedures in own area as part of the Peer Support team.

3.6 **Service Development, Project Management**

3.6.1 Contributes to continual safety and quality improvement activities as part of the Peer Support team.

3.7 **Financial Responsibilities**

3.7.1 Monitors stock levels and may raise requisitions for authorisation, to maintain appropriate levels of supplies.

3.7.2 Uses petty cash for trauma informed peer support activities as required and in accordance with local procedures.

3.7.3 Depending on work area, participates in the annual stock take and inventory update for Peer Support resources within the work area.

3.8 **Responsibility for Physical Resources, Estates, Hotel Services**

3.8.1 Has a personal duty of care to ensure all equipment is used safely and effectively, following manufacturer's instructions, immediately reporting any defects in accordance with local procedures.

3.8.2 Maintains required standards of infection control.

3.8.3 Ensures safe transport and storage of equipment and materials.

3.8.4   Ensures all work areas are kept tidy.

3.8.5   Uses available resources efficiently and effectively.

3.9   Research and Audit

3.9.1   Maintains up to date knowledge of evidence-based practice relevant to the role and uses this in peer support practice.

3.9.2   Demonstrates an awareness of the audit process within the clinical governance framework and the relevant standards that are required and monitored within the team.

3.9.3   Participates in Trust audits and surveys.

3.9.4   Participates in information collection for clinical audits specific to own work area.

3.9.5   Participates in the implementation of agreed action plans.

3.10   Staff Management, Training and Development, HR

3.10.1   Depending on work area, may be required to supervise care delivery by Peer Workers and delegate day to day activities within parameters agreed with the Senior Peer Worker.

3.10.2   May provide advice and support for peer workers.

3.10.3   Participates in the induction of new staff to the clinical area.

3.10.4   Provides guidance, advice and support as appropriate to students and less experienced staff in peer work, some of whom may be shadowing for a period of time.

3.10.5   Identifies training needs of carers and staff working with service users, feeding back to the Senior Peer Worker and suggesting ways to meet the need.

3.10.6   Delivers and evaluates training packages (or assists the Senior Peer Worker).

3.10.7   Participates in student training as appropriate.

3.10.8   Undertakes NVQ assessments if trained.

4.0   <u>Communication</u>

4.1   Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.

4.2   Communicates effectively with service users with mental health conditions and/or learning disabilities, their carers and families, overcoming barriers to understanding by effective listening and observation, adapting communication accordingly.

4.3   Communicates effectively in a supportive and positive manner in order to explore peer support possibilities with service users and carers.

4.4   Attends clinical team meetings, supporting the service users voice to be heard and thereby contributing to the clinical decision makingprocess.

4.5   Communicates sensitive clinical information with service users, carers, other healthcare professionals and outside agencies, where (as appropriate with Peer Values) persuasion, reassurance or co-operation is required.

4.6   Works collaboratively as a member of multidisciplinary and integrated teams, sharing information and skills.

4.7   Liaises with relevant community resources/agencies.

4.8   Attends special interest groups and participates in related activities.

4.9   Ensures that communication with members of the public is professional and courteous at all times.

4.10   Deals with initial complaints sensitively, avoiding escalation where possible.

5.0   Analysis and Judgement

5.1   Collates and undertakes basic analysis of information from service users' introduction to peer work meetings to develop peer relationships under the guidance of a Senior Peer Worker.

5.2   Uses own judgement during peer support work to respond appropriately to service users.

5.3   Analyses peer relationships progress when facilitating peer support and makes judgements in relation to adjustments to the activities (within established parameters).

5.4   Identifies non-routine situations and takes appropriate action.

5.5   Decides when to escalate issues to registered staff.

5.6   Responsible for maintaining appropriate peer boundaries with service users.

6.0   Freedom to Act

6.1   Carries delegated caseloads which remain the responsibility of a Senior Peer Worker.

6.2   Usually works without direct supervision in a variety of settings including the service user's own home, with advice available by telephone.

6.3 Work is monitored and checked regularly by Senior Peer Workers through clinical supervision and clinical team meetings.

6.4 Carries out delegated duties in accordance with agreed intervention plans, policies and procedures within range of own competency and scope of practice.

7.0 Personal Responsibilities

The post holder must:

7.1 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.

7.2 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.

7.3 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.

7.4 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.

7.5 Fully participate in annual appraisal and appraisal reviews.

7.6 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.

8.0 Other Requirements

8.1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with their peer role and band as required byservice need.

8.2 The post holder may be required to work in locations other than those specified in the job description as required by service need.

8.3 The post holder may be required to work flexible hours as required by service need.

8.4 There may be a requirement to change the job description in light of developing service needs.

9.0 Person Specification

	Essential	Desirable
Qualifications	• Foundation Degree or equivalent **OR** equivalent experience of providing peer support in a community or inpatient setting **And** • Numeracy, Literacy and ITQ level 2 (or equivalent) **And** • Completed Trust Trauma Informed Peer Support Training course (passing within agreed timescale)	• Completed peer support training
Experience	• Personal experience of mental health challenges or a learning disability that is relevant to the specific role advertised • Personal experience of accessing secondary (or inpatient) mental health services • Experience of delivering peer support in a paid or voluntary role, or in a user led environment • Experience of actively engaging in a supervision or co-supervision system	• Experience of social exclusion, stigma and / or discrimination • Psychiatric Hospital admission • Experience of co-production or user led groups or projects • Experience of facilitating peer support groups

Knowledge	• Passionate about the values of peer support and understands what the role adds to a team	
	• Understands importance of maintaining integrity to peer support role	
	• Understanding of a variety of therapeutic approaches used on the team (within agreed timescale)	
	• Understanding of trauma informed approaches and trauma informed peer support, and demonstrated ability to apply this knowledge to practice	
	• Understanding of day to day issues effecting service users with mental health conditions or learning disabilities	
	• Understanding of Safeguarding requirements for vulnerable adultsand children.	
	• Understanding of the Mental Health Act and Mental Capacity Act.	
	• Understanding of health & safety issues	
	• Understanding of the needs of individuals from diverse social, ethnic and cultural backgrounds	
Skills	• Able to share elements of own life experiences, and engage compassionately with experiences of others, in a way appropriate to the role and peer relationship	
	• Ability to communicate information (verbal and written) effectively in a manner appropriate to the individual and situation	

	• Good peer relationship skills and ability to verbally describe these skills .	

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	• Peer record Keeping (within agreed timescale) • Ability to reflect upon the needs of thepeer relationship with each service user or peer support group. • Ability to adapt to issues in peer relationship using own initiative. • Ability to lead a peer support group session (within 6months of commencement in post) • Ability to work collaboratively with members of the MDT to provide an effective service. • Ability to plan and organise a given caseload and prioritise effectively • Breakaway techniques (within agreed timescale)	
Personal Attributes	• Commitment to supporting service users voices to be heard • Commitment to anti-discriminatory practice • Able to work in accordance with the Staff Compact and Trust Values and Behaviours. • Compassionate in meeting the needs of vulnerable people and their families and carers. • Ability to work on own in a variety of settings using initiative appropriately • Ability to work under pressure • Able to work flexibly and co-operatively as part of a team. • Committed to continual quality and service improvement • Committed to promoting a positive image of people with mental health conditions and/or learning disabilities • Committed to promoting an authentic understanding of Peer Support services.	

	• Self aware and committed to continual personal	

	development.	
Other Requirements	• Ability to travel independently in accordance with Trust policies and service need. • This post is subject to a satisfactory Disclosure and Barring Service check.	

JOB DESCRIPTION AGREEMENT SAHP46v1 April 2021

Post Holder

Sign... Date.......................................

Print Name...

Line Manager

Sign... Date...

Print Name..

Print Job Title...