



Staying Well Worthing Grade 1 Peer Support Worker – Job Description, Person Specification & Competencies

Name of Employee	
Date of Issue	
Department/Location	Staying Well Worthing – Methold House (the Guild Care Building), BN11 1DU
Reporting Line	Staying Well Service Manager
Grade / Hrs / Duration	Grade 1
DBS – Level Required	Enhanced – with adult barring check
Location/s	Worthing: Methold House (the Guild Care Building), North Street, Worthing BN11 1DU
Competency level	
Job Summary	
<p>Staying Well Worthing is an out of hours crisis cafe co-delivered by WSX Mind and Sussex Partnership Foundation Trust (SPFT). The service provides a safe and supportive place to visit during evenings and weekends, specifically aimed at individuals who are struggling to cope because of their mental health who might otherwise attend A&E. Staying Well Worthing forms part of a network of Staying Well services in Sussex, with equivalent services available in Crawley (Way Through), Brighton, Eastbourne and Hastings (Southdown).</p> <p>Staying Well Worthing supports individuals in-person and can also offer remote support via video call. The service offers:</p> <ul style="list-style-type: none"> • A warm and friendly environment including access to light refreshments and low-key activities which can offer distraction. • Peer support from individuals/volunteers with lived experience who are available to talk, to listen and to offer empathy and hope. • Support to develop and implement aspects of a crisis support plan, drawing upon the person's existing skills and strengths. • Advice and information about local support which can be accessed during working hours – to help people in terms of their mental health, housing, debt, caring, family need etc. • A mixture of peer and staff-led groups. • When required, assessment by a Band 6 Mental Health Practitioner 	

- Onward referral to other relevant services if appropriate.

The role of a Staying Well Peer Support worker is to work as part of the team to ensure the provision of a safe and supportive environment and to help individuals using the service achieve their support goals.

Scope & Accountabilities

This role has no line reports/supervisory responsibilities and works with service users under the guidance of the Service Manager and Mental Health Workers.

Key Tasks

1. To support the process of creating a welcoming and friendly environment – Ensuring service is effectively set up as per plans prior to opening and being involved in welcoming individuals arriving into the service and inducting new service users into the service.
2. To offer individual support to service users within the crisis cafe as per the goals and activities outlined in their individual crisis/support plans including around:
 - Listening to service users talk about their current situation and experiences providing empathy and a peer support perspective also promoting self-care and management approaches
 - Getting alongside service users to enable them to do low key activities which provide distraction and support – For example – Playing cards, colouring, making simple refreshments etc.
 - Facilitating introducing and connecting service users to each other where appropriate including connecting individuals around doing activities
 - Highlighting & raising any concerns or risks or issues around any service user's well-being to shift lead or manager if these arise during a shift
3. To follow WS Mind's policies around the safeguarding of adults and protection of children at all times and to alert a more senior member of staff to any concerns.
4. To ensure a safe and hygienic environment is maintained during the operation of the service for all individuals including clearing up any spillages or accidents and making sure that the Staying Well team and manager are aware of any risks and issues in relation to the environment.
5. To clear up at end of sessions, wipe surfaces, put furniture away, sweep floor and conduct any other appropriate duties.
6. To order and purchase supplies including food, drink and materials for the service if required.
7. To undertake a range of administrative tasks including recording attendance and details around support offered, dealing with phone enquiries, photo-copying and any other appropriate tasks.
8. To contribute to effective communication within the staff team and be responsible for playing a full part in effective team working.
9. To undertake any other tasks and duties as required in order to meet the requirements of the service.

10. Adhere to all policies and procedures of WS Mind.

11. To contribute to creating a safer working environment for yourself, your colleagues and service users. To this effect, you should, as a minimum, follow safety rules, engage in safety training and report incidents or hazards.

Person Specification - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

Essential Experience/Qualifications

- Good literacy, IT, verbal communication and administrative skills are needed for this role, although no formal qualifications are essential.

Preferred Experience/Qualifications

- A peer mentoring or other kind of Level 1 or above relevant health and or social care qualification

Professional & Technical Knowledge, Skills and Abilities

1. Lived experience of having mental health problems and using mental health services
2. Knowledge around mental health and recovery approaches in mental health work including self-care and management strategies
3. Proven skills in providing support to people with mental health problems.
4. Well motivated and able to learn, willing to seek advice appropriately and accept supervision and training as required, to take responsibility for their own personal development.
5. Good strategies and skills around own self-care, coping with stress and being resilient

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

Signed: Staff member		Date:	
Signed: Line Manager		Date:	