

Peer Support Worker (SAFE Tameside) Role Description and Person Specification

Salary – D8 - £20,852 - £11.11 per hour

Hours – 35 Hours – 1:00pm-8:30pm, Monday to Friday

Contract – 12 Month – Funding dependent

Reporting to – General Manager

Role Description

Summary of Main Duties and Responsibilities

As part of the SAFE Tameside provision, the Peer Support Worker (PSW) plays a critical role in offering face-to-face mental health support in a relaxed, friendly, and safe environment. The PSW acts as a crucial alternative to A&E for individuals in distress or crisis, welcoming them into The Anthony Seddon Centre without the need for a pre-booked appointment.

The PSW is responsible for engaging with these individuals, building trusting relationships, and providing immediate support and resources. This can range from simply offering a listening ear to providing information, signposting to other services and organisations, and assisting customers in managing their crisis and finding the resources and support they require.

The PSW also contributes to the maintenance of a safe and welcoming environment by ensuring all resources are up-to-date and relevant and providing support to the team leader in the planning, development, monitoring, and reporting of SAFE Tameside's initiatives.

The PSW plays a crucial role in capturing the stories and experiences of the people visiting The Anthony Seddon Centre, ensuring the voice of those with lived mental health experiences is heard and represented in the local community.

Finally, it's crucial for the PSW to respect and protect the confidentiality of all customer information, adhering strictly to data protection regulations and the charity's guidelines on confidentiality.

Main Duties and Responsibilities

- To engage with customers at The Anthony Seddon Centre who may be presenting in distress or a mental health crisis.
- To meet and build relationships with members of the public with varying issues / questions regarding mental health and mental health services in a friendly, receptive, and non-judgemental manner.
- Providing a listening ear, information, and signposting to other services and organisations (including The Anthony Seddon Fund services), to assist customers in finding resources and support they require.
- To signpost to various resources, opportunities, and organisations within the local community to promote choice and informed decision-making.

- Promoting a safe environment for all customers and ensuring resources are kept up-to-date and relevant
- To support the Team Leader in the planning, development, monitoring, and reporting on SAFE Tameside, while also contributing innovative ideas and solutions to improve service delivery
- To ensure robust project monitoring and data capture throughout SAFE Tameside.
- To create and maintain professional, supportive relationships with all customers, staff, volunteers, and external agencies.
- To ensure effective communication with customers, relatives and carers, visitors, staff, volunteers, and others.

Additional Duties

- Initiating, developing, and maintaining effective working relationships with other professionals working in the field of mental health support in the local voluntary, statutory, and private sectors.
- To organise and contribute to the marketing and promotion of the charity's peer support work, activities, and lived experience representation.
- Attending meetings with statutory bodies, amongst others, in relation to the peer support and crisis support work of the charity to influence policy, practice, or to improve support services.
- Attending meetings with statutory bodies, amongst others, to relate the direct experiences of those with lived experience of mental health issues in a number of different forms.
- Support the development of robust project monitoring systems, the production of case studies, and other reporting methods.

General Responsibilities

- Acting as a First Aider and Fire Marshall for the Centre (training provided)
- To cooperate with your line manager, to work safely, and to comply with health and safety instructions and information.
- To respect people's differences and to actively encourage equality of opportunity in all areas of work.
- To adhere to the charity's policies, procedures, protocols, and guidelines at all times.
- To attend appropriate training courses as agreed with the line manager.
- To represent the charity at public / external activities and events, where appropriate.
- Work alongside other staff members to seek funding / resources for the planned programme of activities.
- Any other tasks related to the role as requested by the line manager.

Person Specification

Knowledge and Experience

- Experience of supporting people with mental health issues, either personally, professionally, or as a carer. This includes the ability to empathise with and support individuals who may be at a crisis point or those seeking crisis support for someone they know.
- Understanding and appreciation of the importance and impact of providing an accessible, friendly, and non-judgemental environment for individuals in mental health crisis.
- Experience of working with a strong customer focus.
- Experience of being adaptable and flexible to work needs / requirements in a fast-paced environment.

Skills and Personal Qualities

- Ability to build positive relationships and be approachable to members of the public with mental health issues.
- Ability to relate sensitively to people in distress or crisis.
- Ability to communicate effectively, potentially with customers presenting in distress or crisis.
- Ability to demonstrate a professional and organised approach to the role.
- Ability to demonstrate skills in IT, data management, and using data to report to Funders and Trustees.
- Ability to deal with interruptions, work to deadlines, and prioritise.
- Ability to work on own initiative and demonstrate good problem-solving capabilities.
- Ability to maintain personal and professional boundaries
- Ability to maintain confidentiality and to challenge any breaches of confidentiality by others.
- Applications by people with lived experience / caring experience of mental health issues will be looked on favourably.

Physical, Mental and Emotional Effort

This position requires the ability to create a relaxed, friendly, and supportive environment for individuals in distress or crisis. The PSW should demonstrate resilience, emotional intelligence, and stress management skills to cope with the challenges of the role, including the management of verbal aggression and psychological distress. The PSW should also be able to respond appropriately and sensitively to customers and their families, maintaining composure and professionalism at all times.