

SAMH Role Profile

Job Title:	Peer Support Worker
Department/Service/Area:	St Peter's Mental Health Supported Living
Reports to:	Service Manager
Direct Reports:	None

Role Summary

Peer Support Workers at St Peter's Mental Health Supported Living will use their own lived experience of mental health issues to support service users in a recovery focussed way. Using formalised peer support models the Peer Support Worker will enhance the support provided to the individual by developing mutually empowering relationships. There is an expectation that peer support workers will facilitate group work that will aid individuals in their recovery journey.

Essential Duties and Responsibilities

1. Sharing personal experiences in a way which is purposeful and intentional
2. Establish supportive and respectful relationships with service users.
3. Help individuals identify their own achievable and meaningful recovery goals and set recovery objectives drawing on mutual resources as peers and utilising a range of recovery tools, techniques and experience.
4. Model personal responsibility, self awareness, self belief, self advocacy and hopefulness via the telling of own recovery story to inspire and instil confidence in peers.
5. Assist service users in creating a Wellness Recovery Action Plan (WRAP), encouraging the service user to assess their own needs and develop and implement action plans based on the service's Outcome Framework.
6. Share coping, self-help and self-management techniques within the peer relationship.
7. Support service users to identify and overcome fears and within a relationship of empathy, trust and honesty, challenge negative self-talk.
8. Identifying and facilitate access to community resources and natural supports within the community that enable service users to participate in community activities.
9. Comply with the SSSC Code of Conduct, the National Care Standards, SAMH's policies and procedures and any other relevant legislation.
10. Assist individuals in their recovery journey, using a range of defined approaches to support self management and social inclusion.
11. Protect vulnerable groups and individuals from abuse in accordance with SAMH's safeguarding framework.
12. Evidence outcomes for individuals through the use of person centred planning approaches.
13. Record and report information in relation to an individuals support in accordance with operational guidelines.
14. Work collaboratively and develop positive relationships with individuals, families, other agencies and communities.
15. Exercise judgement and initiative, taking personal responsibility and accountability for your own practice.
16. Demonstrate a commitment to continuous learning and reflective practice.
17. Treat every individual receiving support with respect and dignity
18. Promote the work of the organisation in a positive manner

- 19. Promote peer support services to key stakeholders and others.
- 20. Challenge the stigma associated with mental illness
- 21. Research and implement best practice in regards to peer support

Key Working Relationships & Contacts

- Accountable to and will work positively and effectively with Line Management.
- Will work positively and effectively with colleagues
- Will work positively and effectively with service users.
- Will endeavour to develop and maintain good relationships with relatives and others in local communities
- Will liaise and work positively and effectively with staff of relevant external agencies as appropriate

Working Environment/ Special Circumstances

- Lone Working
- Work Flexible hours on a rota systems including early and late shifts, weekends, evenings, sleepovers and on-calls
- Travel across Glasgow to meet service delivery requirements
- Working with individuals with challenging behaviour
- Working in various settings such as office based, individuals own home, in community.

Person specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Personal lived experience of mental ill-health. 	<ul style="list-style-type: none"> • Experience of using self-management or recovery tools and techniques • Experience of being in a supportive and enabling role • Experience in community mapping/learning
Qualifications	<ul style="list-style-type: none"> • A relevant SVQ OR commitment to achieve qualification within agreed timescale • Registration OR commitment to achieve registration with SSSC (Scottish Social Services Council) 	<ul style="list-style-type: none"> • PDA in Mental Health Peer Support
Knowledge	<ul style="list-style-type: none"> • Knowledge of mental health issues and an understanding of the difficulties faced by people with severe and enduring mental health problems. • Good understanding of peer support principles • Knowledge of best practice in the provision of direct support services 	<ul style="list-style-type: none"> • Awareness of professional roles within the therapeutic relationship
Functional / Work Based Skills	<ul style="list-style-type: none"> • Ability to competently identify and respond to risks and challenges that may occur while supporting individuals. • Good communications skills (verbal, written and non-verbal). • Good therapeutic focused inter- 	

	personal skills. <ul style="list-style-type: none"> • Ability to develop and maintain effective working relationships. • Competent IT skills 	
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Core Competencies and Commitment

At SAMH, our values underpin everything we do. We believe that everyone has the right to be treated with dignity, respect and equality. We believe that everyone is entitled to hope and choice and to achieve personal fulfilment.

These are the competencies that SAMH looks for and expects from staff who support the people who use SAMH social care services. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.

Employees are required to read and understand the role profile for their position and are required to comply with SAMH's policies, all laws, rules, regulations and standards of conduct relating to their position and report any suspected violations of conduct to my line manager. All employees should adhere to the SAMH values in all interactions with service users, customers and colleagues.

Core Competencies, Behaviour and Skills

Recovery Focussed

Empathise, inspire and motivate others.

Deliver person centred and recovery focussed support to enable individuals to achieve positive outcomes.

Communication

Communicate effectively and professionally and contribute to the accurate recording and monitoring of all case and incident recording systems. This includes communications by email, by phone/text and other on-line methods.

Build and develop positive relationships with those who use our services.

Engage with a range of people from a wide variety of backgrounds

Deliver a high standard/quality of work

Maintain the highest personal and professional standards. Work professionally and collaboratively with internal and external colleagues, those who use our services and members of the public and to meet the requirements of funders and regulators.

Undertake personal responsibility for conduct and work ethic in line with SAMH Code of Conduct, the SSSC Codes of Practice and other relevant professional standards.

Critical Reflection and Learning

Ability to reflect on own practice and learn from own experiences and those of others.

Develop skills and knowledge of theory and practice and understand where role fits within SAMH and externally.

Supportive of Equality and Diversity

Challenge inequality and stigma; recognise and respond to the barriers individuals and groups face within society.

Treat all people within SAMH (both staff and service users) fairly and with respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and/or sexual orientation.

Commitment to Health, Safety and Well-being

Understand, encourage and carry out the principles of integrated safety management; comply with SAMH Health and Safety Policy and Procedure; complete all required H & S training; take personal responsibility for safety.

Participation

Ensure the people who use our services have the opportunity to get involved in their support, their service, their community or in SAMH as an organisation.

Team Working

Ability to work as part of a team.

Service User Engagement

Develop, maintain and demonstrate a wide range of interpersonal skills when working with the people we support, including: open-minded, respectful, active listening, empathetic, promote independence, maintenance of confidentiality, honest, honourable in agreements and practices, appropriate body language, solution focussed, supportive and approachable, non-judgemental, pro-active, patience and resilience, professional approach