

Position: Thrive Peer Support Worker
Reporting to: HR Manager (Space)
Operationally lead by: Thrive Welcome Team Coordinator (NHS)

Purpose of the Job

- To promote positive mental health and reduce the toll of poor mental health on individuals by increasing resilience, self-esteem, family strength and joy.
- To provide short term emotional and practical mental health support to individuals to support them to work towards achieving positive change.

Key Duties

- Establish a supportive relationship with citizens to help them maximise their own resources, identify and work towards achievable and meaningful recovery goals. Draw on mutual resources as peers, utilise a range of coping strategies, recovery tools, techniques and experience.
- Assist citizens to establish and maintain meaningful and fulfilling links in the community and support them to find the right help when needed including social, therapeutic and medical interventions.
- Hold 'Thrive' conversations, encouraging citizens to assess their own needs and determine goals by developing personal 'Thrive' plans.
- Work as part of the South West Thrive Welcome Team, attending team meetings, reflective practice and training sessions.
- Coordinate delivery of recovery-focused support, independently diarising appointments.
- Be responsible for maintaining the relevant Thrive, NHS and Space systems of paper and electronic records. Administrate citizen data and appointments and keep databases and paper records up to date and accurate, in line with GDPR policy.
- Facilitate workshops, group activity, training & other events in order to aid individuals in their recovery journey.
- Deliver peer support and practical assistance, promoting empowerment and choice and giving the opportunity for exploration of meaning and purpose.
- Identify, assess and manage risk and support people to keep themselves and others safe
- Build relationships with and maintain comprehensive knowledge of local community groups and services in order to connect people with the most appropriate support. Demonstrate the 'Thrive' approach to help increase awareness and engagement of the project and promote building resilience to enable behaviour, culture and community change around stigma and discrimination.
- Work as part of the South West Thrive Welcome Team to develop the service, operational process and procedures to ensure they are efficient and effective. Contributing to the monitoring and evaluation of the impact of the service.
- Contribute to the reflective practice of the team and develop the ethos and values of peer work in the South West Thrive Welcome Team and in the wider community.
- Attend training & promotional events and networking with other professionals, stakeholders and potential service users.
- Deliver awareness raising sessions to citizens, professionals and families and able to tailor the delivery as appropriate.
- Provide accurate data for reporting purposes.
- Other duties as deemed appropriate to support the wider Space team.

Team Work & Behaviours

- Effectively communicate, engage and inspire staff across the projects, and foster collaboration and teamwork throughout the organisation
- Work to Space and sector legislative, ethical, policy and procedural requirements
- Understand the requirement for confidentiality in our work
- Care for the work environment to promote effective and harmonious working
- Nurture a culture of kindness; upholding the integrity of Space and living our values
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.
- Undertake relevant Continuing Professional Development and training

Line Management, Support & Supervision

- Undertake regular support & supervision with Space line manager & Thrive Welcome Team Coordinator

PERSON SPECIFICATION

Skills, training and experience required for this post	
Have personal lived experience of managing your own mental health challenges	Essential
Experience of using self-management or recovery tools and techniques	Essential
Knowledge and understanding of the key issues relating to mental health conditions	Essential
Ability to share your personal story of recovery in a professional, supportive manner	Essential
Have excellent interpersonal skills to naturally form and manage appropriate relationships with a range of people of all ages and walks of life	Essential
Ability to set and maintain appropriate boundaries with individuals you are working with	Essential
Excellent communication skills – written and verbal English	Essential
Competent in the use of Microsoft Office software (Word, Excel, Outlook, Teams)	Essential
Ability to work efficiently and manage own workload	Essential
Understanding of peer working within the therapeutic relationship	Essential
PDA qualification in Mental Health Peer Support	Desirable
Experience of being in a supportive and enabling role	Desirable
Knowledge of Mental Health Legislation	Desirable
Experience of being previously employed as a peer worker or a support worker	Desirable
Experience of partnership working	Desirable
Ability to communicate in multiple languages	Desirable
	Desirable
Values & personal attributes	
Be prepared to live our values and nurture a culture of compassion and kindness	Essential
Have a can do attitude and embrace challenges	Essential
Be patient and respectful of all people, whatever their background	Essential
Be a team player, showing optimistic, determined and positive role modelling	Essential
Have an appreciation for the impact of, and a desire to work in, the Third Sector	Essential