



# Senior (Peer) Support Worker

- Job Title:** Senior (Peer) Support Worker
- Location:** The Cellar Trust, Fairfield Road, Shipley, BD18 4QP/ homeworking (see below)
- Responsible to:** Crisis and Specialist Support Lead
- Responsible for:** Peer Support Staff/Volunteers
- Hours of work:** Part time: 22.5 hours per week (3 days) OR 30 hours per week (4 days)  
Working on a rota basis including weekends and bank holidays to cover a 365-day service. Core hours between 9am-6pm
- Salary:** £21,635 - £23,635
- Contract:** Permanent
- Holiday allowance:** 25 days per year plus bank holidays, pro-rata
- Informal enquiries:** David Grant-Roberts (Crisis and Specialist Support Lead – Haven): 01274 586 474 or [david.grant-roberts@thecellartrust.org](mailto:david.grant-roberts@thecellartrust.org)
- Applications to:** Stephen Whiting (HR Administration): [stephen.whiting@thecellartrust.org](mailto:stephen.whiting@thecellartrust.org)
- Closing Date:** Sunday 5th July 2020 at 11.59pm
- Interview Date:** Week commencing Monday 6<sup>th</sup> July 2020
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## General

The Cellar Trust is an equal opportunities employer and applications are welcome from all sections of the community, particularly BAME and LGBTQ communities who are underrepresented within the organisation.

We are a Disability Confident employer, and offer a guaranteed interview to candidates with a disability who meet all the essential criteria in the person specification. If you would like to request a guaranteed interview because of a disability, or you would require any reasonable adjustments at the interview stage of the recruitment process, please specify this in your application.

Please note that CVs will not be accepted and applicants must use the Experience section of the application form to state how they meet all of the essential criteria in the person specification. If you would like a copy of the application form and related documents in another format, such as a paper copy, please contact Stephen Whiting ([stephen.whiting@thecellartrust.org](mailto:stephen.whiting@thecellartrust.org)).

Only applicants invited to interview will be informed – if you have not been contacted within two weeks of the closing date then you have not been shortlisted. Feedback will only be given to applicants who are unsuccessful at interview stage. If you would like to request any reasonable adjustments at interview stage of the recruitment process, please specify this in your application. The successful candidate will be required to undertake a Disclosure and Barring Service (DBS) check.

## Job Purpose

We are recruiting a Senior (Peer) Support Worker to deliver our innovative crisis service for the people of Bradford District and Airedale, Wharfedale and Craven. Haven is a partnership between The Cellar Trust, Bradford District Foundation Care Trust and Bradford Metropolitan District Council. It supports individuals in mental distress, as an alternative place to A&E. The aim is to build individual and community resilience, and work with individuals to develop plans to help to keep them safe and well.

We are looking for an experienced (Peer) Support Worker to work as a senior member of our award winning Haven team with a good understanding of mental health, and a passion for empowering and supporting individuals. You will be highly motivated, proactive, resourceful and have a positive attitude with a flexible approach and excellent interpersonal and team working skills.

The Senior (Peer) Support Workers are a key part of the Haven service. The purpose is to deliver high quality care and support for individuals in mental distress, including helping them to develop plans to build their resilience, and stay well and safe in the community. A key part of this role will also be to lead the shift and supervise other Peer Support Workers, including liaising with clinical staff to ensure the smooth running of the service and managing rotas for a 365 day service. In addition, you will manage the Peer Support Staff/Volunteers.

**Please Note:** This role is optional in terms of the peer support element – i.e. we welcome applications from staff who may or may not have lived experience of their own mental health problems.

#### Emotional Effort

The role is emotionally demanding due to the nature of distress experienced by service users and the worker's own lived experience. Issues may be encountered which may be emotionally distressing for the workers involved.

#### Physical Effort

You may need to travel within service area, as required. Use of breakaway techniques may be required.

#### Job Location – COVID-19

Due to the COVID-19 pandemic The Cellar Trust office is currently closed and all staff are working from home with most services and functions continuing as normal. We are unclear at this stage when we will be able to resume normal operations and have staff on site. Therefore, it is likely you will be required to work from home for the start of your contract. This will include having a virtual induction and training via telephone, email and video calls. We will work towards getting our staff back in to the office as soon as we can, however we cannot predict when that will be. Therefore, you will need to have a suitable space to work at home, with access to the internet and the ability to make confidential calls and attend virtual meetings. You will be provided with all equipment necessary to do this.

#### Accountability

- Responsible to the Crisis and Specialist Support Lead;
- Line management of Peer Support Workers and supervision of Peer Support Volunteers.

#### Key Duties and Responsibilities

##### Supporting and working with clients

- Work with unconditional positive regard and empower clients to build their resilience and move forward in their recovery;
- Work with clients on a one-to-one and group basis;
- Use a brief therapy approach to help the de-escalation of crisis and distress;
- Work with clients to talk about their distress, and how they can manage it going forward;
- Support clients in the development of wellness and safety plans;
- Encourage clients to establish social networks and undertake meaningful activities to assist them to develop positive coping mechanisms;
- Support carers and families of clients as appropriate;
- Work with a high level of awareness of safeguarding in order to both prevent and respond appropriately to abuse.

##### Supervision and management

- Supervise Mental Health Support Workers and Peer Support Workers to ensure that a high-quality service is delivered;
- Manage Peer Support Volunteers, offering regular supervision and opportunities to upskill;
- Ensure that the service is operated in a safe manner, in line with legislation and best practice guidance;
- Work in a proactive manner which enables continuous learning/development and improvement in the service. This will include working with the leadership team to identify opportunities for further growth to the service;
- Work with the Crisis and Specialist Support Lead and Head of Client Services to develop processes and guidance for use within the service.

#### Other duties

- Work closely with the First Response Crisis Service to manage risk appropriately;
- Liaise with other mental health and social care professionals and services as required, for example, social workers, Community Mental Health Teams and outreach workers to ensure that wellness and safety plans are implemented;
- Ensure that the service is delivered in line with confidentiality and GDPR legislation and guidelines;
- Participate in all mandatory training and continued professional development as required;
- Work in a collaborative manner which encourages effective team work and communication.

#### **Person specification**

All aspects of the person specification will be assessed through the application form with additional questions at interview stage. Please ensure that all of the criteria is addressed in your personal statement with examples/evidence for each aspect of the role.

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>QUALIFICATIONS</b>	NVQ 3, Level 3 diploma or equivalent through short courses and relevant applied experience.	Additional qualifications in areas related to mental health and/or health and social care, for example, social work, occupational therapy.
		Peer Support Training.
<b>SKILLS &amp; EXPERIENCE</b>	Evidence of numeracy and literacy skills.	Coaching or basic counselling skills.
	Ability to use Microsoft office packages including word and excel to a good standard.	Experience of peer support.
	Effective client care and support skills including in a one-to-one basis.	Experience of working with families and carers.
	Excellent interpersonal and written communication skills.	Experience of delivering training or facilitating group discussion.
	Supervisory and people management skills.	Lived experience of own mental health problems.
	Strong experience of working in a relevant health or social care setting.	Language skills other than English.

	Understanding of managing risk in a mental health setting.	
	Willingness to deliver basic training and facilitate group discussions.	
	Experience of planning and delivering activities for clients.	
	Experience of liaising with other service and/or care providers.	
	Experience of working with people in mental distress/crisis.	
<b>KNOWLEDGE</b>	Awareness of other mental health services in the community.	Understanding of mental health legislation.
	Awareness of and empathy for mental health problems and how they can impact on the lives of individuals.	
	Good understanding of the principals of recovery.	
<b>PERSONAL ATTRIBUTES</b>	Comfortable working under pressure and ability to prioritise work, and multi-task in a busy environment.	
	Strong commitment to working collaboratively as part of a team.	
	A willingness to be flexible.	
	Engaging and consultative approach to leadership.	
	Motivation to meet the needs of individual clients.	
	Commitment to equality, diversity and cultural understanding.	
	Committed, passionate and enthusiastic.	
	Commitment to delivering a high-quality service and continuous improvement.	
	Calm and empathetic approach to working with people in distress.	
	A proactive and empowering approach to promoting recovery.	
<b>OTHER</b>	Ability and willingness to reflect on work practice and be open to constructive feedback.	
	Willing and able to undertake all mandatory training as required.	
	Ability to manage stress and to plan and prioritise workload and maintain a healthy home/work life balance.	
	High level of self-awareness – ability to critically appraise own performance.	
	Professional in appearance and behaviour.	