



Peer Support Worker (Bank)

Job Title:	Peer Support Worker (Bank)
Location:	The Cellar Trust, Farfield Road, Shipley, BD18 4QP/homeworking (see below)
Responsible to:	Senior Peer Support Workers
Hours of work:	Variable to cover staff absence. Working on a rota basis including weekends and bank holidays to cover a 365 day service. Shifts either 9am-5pm or 10am – 6pm
Salary:	£11.75 per hour
Contract:	Worker Agreement (no contract of employment). Work will be offered to you on an "ad hoc" basis as and when there is a requirement for work to be done. You are free to accept or decline such offers of work. You are not guaranteed continuous work and we are under no obligation to offer you further or particular periods of work. We will review your status as bank worker every 12 months. If you are still an active bank member, you will be asked to confirm if you wish to continue being offered shifts and we will request evidence of updated training where necessary.
Informal enquiries:	David Grant-Roberts (Crisis and Specialist Support Lead) on 01274 586474 or david.grant-roberts@thecellartrust.org
Applications to:	Stephen Whiting (HR Administration): stephen.whiting@thecellartrust.org
Closing dates:	Quarterly recruitment (31 st October 2020; 31 st January 2021; 30 th April 2021; 31 st July 2021)
Interview date:	Variable (quarterly)

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.

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. The application form and related forms can be found on our website: <https://www.thecellartrust.org/about-the-cellar-trust/working-for-us/>

Only applicants invited to interview will be informed – if you have not been contacted within two weeks of the closing date then, unfortunately, 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 check and provide references.

We are a Disability Confident organisation, 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.

The interview process will be a three-stage process:

1. Formal interview;
2. Shadowing session one – observing a client session;
3. Shadowing session two – conducting a client session.

Progression to each stage will be dependent on your performance at the previous stage(s). Should you complete each stage then a final decision will be made on whether we select you for our bank team.

Job Purpose

Our crisis support service, known as Haven, offers a calm and friendly alternative to A&E for people in mental distress 365 days a year. It is available to people who live in Bradford, Airedale, Wharfedale or Craven. Haven is a non-clinical, supportive environment designed to help people in crisis stay safe, work through and understand their feelings, and then support them to access the support they need going forward. We run this service in partnership with Bradford District Care NHS Foundation Trust and Bradford Metropolitan District Council.

We are looking for bank Peer Support Workers to help deliver the service when we need additional staff cover. The role of Peer Support Worker within Haven is to inspire hope and belief that recovery is possible in others. As an integral and highly valued member of the multi-disciplinary team, Peer Support Workers provide practical assistance to clients in order for them to regain control over their lives and their own unique recovery process. They promote choice, self-determination and opportunities for the fulfilment of socially valued roles and connection to local communities.

As a core member of the multidisciplinary team, you will work alongside clients on a 1:1 and/or group basis. You will take a lead role in embedding recovery values within the service setting. Reporting directly to the Senior Peer Support Worker on shift you will be responsible for the delivery of supportive 1:1 interventions.

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.

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

- No direct managerial responsibility;
- Accountable to the Senior Peer Support Worker.

Key Duties and Responsibilities

- 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 occasionally 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;
- Establish supportive and respectful relationships with people accessing the Haven service;
- Help people identify their own recovery goals;
- Support clients to identify and overcome fears within a relationship of empathy and trust;
- Share ideas about ways of achieving recovery goals, drawing on personal experiences and a range of coping, self-help and self-management techniques;
- Assist others to create their own recovery plans and develop advance directives;
- Model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness;
- Sign-post to various resources, opportunities and activities in the community to promote choice and informed decision-making;
- Support the team in promoting a recovery orientated environment by identifying recovery-focused activities, and imparting information and education as required;
- Attend and complete agreed induction programme, which may include peer support training;
- Requirement to obtain a recognised safeguarding training certificate in your own time and complete annual safeguarding refresher courses;
- Participate in mandatory training as required;
- Participate in regular supervision;
- Maintain a working knowledge of current trends in mental health, recovery and peer support by reading books, journals etc.;
- Work within all The Cellar Trust policies including health and safety and data protection;
- Assist in risk assessments with multi-disciplinary staff, highlighting any changes in service users' presentation relevant to their safety plan and feedback accordingly.

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.

Criteria	Essential	Desirable
QUALIFICATIONS	GCSE English and Maths Grade C or above; or equivalent.	Willingness to undertake a peer support qualification.
		Qualifications in areas related to mental health and/or health and social care, for example, social work, occupational therapy, counselling.
SKILLS & EXPERIENCE	Lived experience of mental health.	Experience of recovering a meaningful life.
	Experience of supporting people with mental health problems on a one-to-one basis.	Experience of using client management systems and data entry.
	Effective client care and support skills including the ability to empathise and reassure.	Experience of delivering training or facilitating group discussion.
	Ability to assist people to develop recovery plans.	Experience of peer support.
	Experience of being in a supportive and enabling role (voluntary, paid, or as a carer).	
	Ability to use Microsoft office packages including Word and Excel to a good standard.	
	Comfortable receiving complex and sensitive information and working with this in line with confidentiality and data protection policies.	
	Ability to develop and maintain good working relationships with all members of the multidisciplinary teams.	
	Ability to manage stress and to plan and prioritise own workload.	
KNOWLEDGE	Awareness of other mental health services in the community.	Understanding of mental health legislation.
	Understanding of the issues and concerns of mental health service users.	
	Understanding of the impact of stigma and discrimination.	
	Knowledge of and commitment to client rights.	
	Understanding of the importance of safeguarding in a mental health setting.	

PERSONAL ATTRIBUTES	Motivation to meet the needs of individual clients.	
	Strong commitment to working collaboratively as part of a team.	
	A willingness to be flexible.	
	Comfortable working in a busy, changeable environment.	
	Commitment to equality and diversity.	
	Committed, passionate and enthusiastic.	
	Commitment to delivering a high-quality service and continuous improvement.	
OTHER	Willing to undertake regular one-to-one clinical supervision.	
	Willing and able to undertake all mandatory training as required.	
	Professional in appearance and behaviour.	
	Ability to maintain a healthy home/work life balance.	
	High level of self-awareness – ability to critically appraise own performance and be open to constructive feedback.	