



CAJE REF	XXX/2023/XXXX
APPROVED	XX/XX/2023

JOB TITLE: Peer Support Worker (Band 4)

BAND 4

This is a nationally approved, single job description, for use within Health Boards and Trusts

JOB OVERVIEW

Main Duties of the Job

The post holder will utilise their personal lived experience, knowledge, and expertise to support individuals, carers and multidisciplinary team members. To support people with their treatment choices, and to empower others to advocate for and believe in themselves | Assist individuals in identifying achievable and meaningful recovery goals, setting objectives, and utilising a range of recovery tools and experiences. Offer peer support in both inpatient and community settings, including individuals' homes. The peer will work independently to foster relationships with individuals who have mental health challenges, and sometimes neurodiversity, substance use and/or learning disabilities. The post holder will also act as a mentor to new or less experienced Peer Support Workers and provide regular peer to peer supervision as part of their induction period.

Responsible to

Managerially: Peer Lead	Accountable: Peer Lead	Professionally: Peer Lead
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Commented [A(1)]: i'm not sure how i feel about the term 'role model' as I think it implies 'if you just act more like me you won't be sick' (might just be a person reaction to language) also possibly implies they've been led astray and just need some guidance from a positive figure or similar

Commented [A(2)]: are people not responsible on their own? feels odd

Commented [A(3)]: caseload implies community list of people you care for, inpatient it can change day to day depending who's in etc.

Main Responsibilities

- 📌 To support individuals with their recovery goals and care plan.
- 📌 To practice in a non-judgmental, supportive manner, with the appropriate use of self and own experiences
- 📌 Work with individuals facing mental health challenges to develop self-management skills, promote health, and support independent living using community resources.
- 📌 Accompany individuals to appointments and activities, facilitating social relationships and a support network
- 📌 Provide peer support that is sensitive to factors such as age, culture, race, gender, ethnicity, social class, or disability, adapting approaches to meet diverse needs.
- 📌 Uphold individual rights according to relevant legislation, identify and report discriminatory behaviour, and advocate on behalf of individuals
- 📌 Collaborate with individuals and members of the multidisciplinary team on care plans, contribute to care assessments, and actively participate in peer support groups and workshops.
- 📌 Enhance professional development through feedback, attendance of regular peer supervision, and training opportunities, and offering peer to peer supervision to new or less experienced peer support workers.
- 📌 Communicate effectively with individuals, carers, team members, and agencies. Ensure timely and accurate records of all activities in line with UHB policy.

Commented [A(4)]: not needed locations already noted in description above

Essential	Desirable
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Qualifications

- | | |
|---|---|
| <ul style="list-style-type: none"> 📌 Peer Support Training or equivalent employed experience. 📌 Training to NVQ Level 4 or equivalent level of knowledge, experience or training. 📌 Evidence of on-going personal development. | <ul style="list-style-type: none"> 📌 Training related to recovery, social inclusion or peer support. 📌 Coaching / mentoring qualification or equivalent experience. |
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Commented [A(5)]: won't always need to do both written / typed

















Experience

- | | |
|--|---|
| <ul style="list-style-type: none"> 📌 Lived experience of recent mental health challenges as a person who has used services or as a carer. 📌 Experience of developing and using plans for managing own personal recovery. 📌 Working in a recovery focussed and socially inclusive manner and supporting others to achieve their goals. 📌 Time management skills | <ul style="list-style-type: none"> 📌 Experience of social exclusion, stigma and / or discrimination. 📌 Lived experience as an inpatient in mental health services. 📌 Lived experience of using secondary care mental health services. 📌 Experience of co-delivering groups. 📌 Experienced in providing supervision or co-supervision to peers. |
|--|---|

Commented [AB(6)]: Took this out as referenced below

Commented [AB(7)]: This one should be moved to 'experience' below (these are still a bit muddled up)

Essential	Desirable
Skills and Attributes	
<ul style="list-style-type: none">  Able to compassionately share personal experiences with mental health challenges and engage empathetically with others.  Autonomous decision-making  Good communication skills i.e. written, verbal, listening and proficient use of desktop applications such as Microsoft Office.  Maintain accurate records  Ability to identify strengths and to support others to develop them  Ability to work collaboratively within a multidisciplinary team.  interpersonal skills and treat individuals with respect and dignity, considering their cultural and holistic needs.  Demonstrate strong organisational skills to manage, coordinate activities, handle pressure, delegate effectively, and meet deadlines.  Network effectively and establish positive relationships with other organisations.  Ability to positively share own life experiences and personal experiences of mental health challenges with individuals, their supporters and staff, in a compassionate and empathetic way. 	<ul style="list-style-type: none">  Understanding of audit and service evaluation to support feedback and development of services.
Special Knowledge	
<ul style="list-style-type: none">  Knowledge of the needs associated with people experiencing mental health challenges.  Awareness of the Mental Health Act.  Knowledge of factors pertaining to community working (e.g. lone working, risk assessment).  Knowledge of the principles of recovery and social inclusion.  Knowledge of issues relating to safeguarding.  Understanding of the social problems facing people with mental health challenges (for example employment, education, housing and finances).  A passion for the values of peer support and understanding its role within a team.  Knowledge of trauma-informed approaches and ability to apply them in practice. 	<ul style="list-style-type: none">  General awareness of mental health service provision.  Knowledge of Third Sector agencies and partner agencies.  Understanding of National Guidelines relating to peer support and recovery.

Essential	Desirable
Personal Qualities <ul style="list-style-type: none">  A passion for the values of peer support and understanding its role within a team.  Adaptive skills that embrace change and new developments.  Demonstrate reliability and commitment in the workplace.  Ability to empathise with others.  Approachable and able to engage with a diverse range of people.  Open-minded and able to identify imaginative solutions to challenges.  Can engage effectively with vulnerable individuals in distressing and challenging situations.  Demonstrate initiative and make independent decisions as appropriate for the role.  Be dedicated to continuous quality and service improvement.  Be self-aware and committed to both professional and personal development, including reflection and responding positively to feedback.  Commitment to obtain underpinning knowledge through work based learning and mandatory training. 	<ul style="list-style-type: none">  Work in alignment with organisational values and behaviours.  Promote a positive image of individuals with mental health challenges or learning disabilities.
Other <ul style="list-style-type: none">  Ability to work flexibly, including working evenings and weekends when necessary.  The ability to meet the demands and travel requirements of the role in accordance with the Equality Act. 	<ul style="list-style-type: none">  The ability to speak Welsh is desirable for this role.

7. GENERAL

Performance Reviews/Performance Obligation: The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.

Competence: At no time should the post holder work outside their defined level of competence. If the postholder has concerns regarding this, they should immediately discuss them with their line manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

Confidentiality: In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need-to-know basis in the direct discharge of duties and divulge information only in the proper course of duties.

Records Management: The postholder has a legal responsibility to create, maintain, store, and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal, and administrative, whether paper based or on computer.

The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.

Information Governance: The postholder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to individuals using services.

Health & Safety: The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules, and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing, and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

Risk Management: The UHB is committed to protecting its staff, patients, assets, and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.

Safeguarding Children and Adults: The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.

Infection Control: The UHB is committed to meeting its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, individuals using services, visitors, and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate non-compliance by colleagues, and to attend training in infection control provided by the UHB.

Registered Health Professionals: All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

Healthcare Support Workers: The All-Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of individuals using services and the public, whilst in their care.

Health Improvement: all staff have a responsibility to promote health and act as an advocate for health promotion and prevention.

No Smoking: To give all patients, visitors, and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital-based service can be accessed by telephoning 02920 743582 or for a community-based service, Stop Smoking Wales can be contacted on 0800 0852219.

Equality and Diversity: All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone's 'protected characteristics'. These protected characteristics are age, religion, sexual orientation, belief or non-belief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold organisational policies and principles on the promotion of equality valuing diversity and respecting individuals' human rights as part of your everyday practice.

Dignity at Work: The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.

Welsh Language: All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills.

Job Description: This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

Date Prepared: August 2024

Prepared By:

Date Reviewed:

Reviewed By: