

Job title:	KCW Senior Peer Support Worker for Complex Emotional Needs
Service:	KCW Peer Support Service for Complex Emotional Needs
Responsible to:	Kensington and Chelsea Mind Community Mental Health Services Manager
Location:	KCW NHS Community Mental Health Hubs and community locations
Hours:	37.5 hours per week Core hours: Monday to Friday 9am to 5.30pm with adjustments for evening or weekend work. 30 minutes break for lunch.
Specific job Requirements:	Flexible hours to cover evenings, weekends and Bank Holidays on a rota system. Adherence with the policies, procedures and operational site arrangements for KCW NHS Mental Health Integrated Care Hubs. Adherence to the Peer Support Code of Ethics
Salary:	£30,984 - £31,895 per annum
Pension:	Up to 6% matched contribution
Probationary period:	6 months
Annual leave:	25 days annual leave, plus bank holidays TOIL will be given for any additional hours worked.
Support:	Supervision and reflective practice Automatic enrolment in Employee Assistance Programme
Date of issue: April 2022	This job description may change to meet the needs of the service. The postholder will be fully consulted about any changes or developments.

Introduction

This post has been created to deliver a new peer support service offer for people with complex emotional needs across Kensington, Chelsea and Westminster (KCW). The service builds on our existing peer support service delivered for NHS Community Living Well. The Senior Peer Support Worker for Complex Emotional Needs will join our established peer support team.

Complex Emotional Needs

Many individuals described as having complex emotional needs, including those who have been given a diagnosis in relation to personality disorder continue to experience the impact of adverse social environments and trauma on their emotional health dating back to their childhoods and adolescence. They often experience rapid and distressing changes in mood and feel they have difficulties in relationships with others. Often feeling frightened and insecure, individuals described as having complex emotional needs may have negative feelings about themselves and struggle to maintain relationships with others. People can feel life is not worth living and may have developed coping strategies that others find difficult such as repeatedly self-harming. Individuals described as having complex emotional needs have often struggled to get access to services – including healthcare services – and feel they have experienced social exclusion, stigma and discrimination.

Purpose and principles of peer support roles

KCW Mind peer support roles are non-clinical and have been developed specifically for people who have lived experience of mental distress. Peers draw upon their own lived experience of mental health challenges on the one hand and experiences of recovery and resilience on the other. Through experiential sharing and support, peer support roles can inspire hope and belief that recovery is possible in others.

Within a relationship of mutuality and information sharing, peers promote choice, self-determination, and opportunities for the fulfilment of socially valued roles and connection to local communities.

Peers model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness and act as a peer recovery champions.

Peers foster, promote and embed the principles and values of peer support: equality, authenticity, mutuality, reciprocity, commonality, hope, empathy, trust, diversity, flexibility, solidarity, respect, trust, sensitivity, inclusiveness, choice, safety and opportunity in all aspects of the peer support service.

Scope

The KCW Senior Peer Support Worker for Complex Emotional Needs will:

- Collaborate with and deputise for the KCW Community Living Well Senior Peer Support Worker
- Manage and develop a team of KCW Peer Support Workers for Complex Emotional Needs
- Work with services users, colleagues and professionals to co-produce online and face to face peer support activities tailored to the particular needs of people

with complex emotional needs, including people who identify as having a personality disorder, including:

- One to one peer support
 - Peer support groups, including a drop in facility
 - Social peer support
 - Living well workshops tailored for people with complex emotional needs
 - Peer support training
 - Peer support employment opportunities
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- Work closely with the NHS, CNWL, Complex Emotional Needs teams for KCW to facilitate access for individuals to clinical service provision and “step down” to community-based peer support
 - Engage with wider mental health communities to promote the service to generate referrals and facilitate opportunities for individuals to build social capital
 - Utilise peer to peer skills, methodology and systems to support service users to develop individual recovery plans, including crisis and safety planning with the emphasis on harm minimisation
 - Deliver systems and processes to record and monitor the progress and outcomes for individual service users

Key accountabilities

Staff management:

- To recruit and induct peer support workers into the KCW peer support team
- To train, supervise and direct the KCW peer support workers to deliver a programme of formalised peer support
- To provide training, supervision, mentoring, reflective practice and performance appraisal to the KCW peer support workers to support them to succeed and develop in their roles
- To ensure the KCW peer support workers adhere to the policies and procedures of Kensington and Chelsea Mind
- To ensure that KCW peer support workers adhere to the Peer Support Code of Ethics – see appendix 2
- To delegate and supervise work appropriate to KCW peer support workers within the scope of their job description

Peer Bank:

- To train and recruit peer bank workers to co-facilitate peer support activities to build diversity and capacity into the service

- To ensure that peer bank works comply with casual work agreements
- To support KCW Peer Support Workers to ensure that peer bank workers comply with Kensington and Chelsea Mind policies and procedures while delivering peer support activities
- To support KCW peer support workers to ensure that peer bank workers adhere to the Peer Support Code of Ethics while delivering peer support activities

Service delivery:

- To provide direct peer support services to individuals, as agreed with the Community Mental Health Manager
- To help individuals build belief and confidence in their own recovery
- To establish supportive and respectful relationships with individuals accessing the KCW Peer Support Service
- To support individuals to explore, identify and plan their recovery journey within a relationship of empathy and trust
- To share ideas about ways of achieving recovery goals, drawing on personal experiences and a range of coping, self-help and self-management techniques
- To assist individuals to create their own recovery, plans including crisis and safety planning with the emphasis on harm minimisation
- To co-facilitate peer support groups, workshops and training, as required
- To support the team to arrange and deliver a programme of social peer support activities, including a drop in facility
- To promote the 5 ways to wellbeing
- To provide a range of support options to enable more convenient access to peer support including meetings in community settings, online platforms and telephone support

This will include:

- Providing clear boundaries and a sense of safety and containment – including by being clear about individuals’ anticipated length of use of peer support services
- Signposting to community resources to address issues which are impacting on individuals’ wellbeing and contributing to their mental health issues
- Facilitating measurement of individual improvement as a result of using peer support services
- Ensuring that individuals are achieving the outcomes they want to as a result of using any aspect of the peer support service
- Promoting good health and crisis prevention
- Promoting independence, resilience and confidence

- Supporting individuals to tackle social isolation, develop and maintain positive personal relationships and supportive networks and build social capital
- Facilitating individuals' access to structure and employment as well as involvement in their local communities
- Facilitating individuals' self-management
- Facilitating a safe environment to explore the impacts of stigma and discrimination
- Facilitating individuals' involvement in development of the service
- Facilitating individuals' co-facilitation of workshops

Methodology:

- To utilise peer to peer skills and methodology to support service users to develop individual recovery plans, including crisis and safety planning with the emphasis on harm minimisation
- To deliver systems and processes to record and monitor the progress and outcomes for individual service users

Administration:

- To work with the team to process and induct referrals, data collection and data management, record keeping, responding to enquiries about the service and other admin duties relevant to the post
- To develop and employ methodology and systems to support service users to develop individual recovery plans, including crisis and safety planning with the emphasis on harm minimisation
- Deliver systems and processes to monitor the progress and outcomes for individual service users
- To compile monitoring and impact reports, as required

Team Communication

To attend team meetings and other meetings, as required.

Supervision

To attend line management/peer supervision and reflective practice, as required.

Training

To attend mandatory training, including but not limited to:

- Peer Support Training
- Recovery training
- Knowledge and Understanding Framework (KUF) training

- Supervision Training
- Mental Health First Aid
- Safeguarding Adults and Children
- Risk Assessment and Risk Management
- GDPR and Data Protection

Professional responsibilities of all Kensington and Chelsea Mind posts:

Mission and values

- To be committed to improving the lives of people with lived experience of mental health problems
- To be committed to achieving the best outcomes for services users and carers
- To promote a positive and professional image of Mind's mission, values and services at all times
- To promote equality and challenge all forms of discrimination.
- To promote user involvement and co-production in all that we do
- To promote and facilitate an ethos of recovery, growth and independence in all services and activities
- To contribute to the creation of a diverse working environment where people are valued and can grow and thrive
- To be welcoming and inclusive to people who use and work in Mind services

Operations

- To adhere to Mind's staff Code of Conduct
- To adhere to Mind's policies and procedures to guide working practice, fulfil professional responsibilities and demonstrate professional boundaries
- To work individually and collectively to ensure that the objectives of the Charity and services are achieved
- To keep informed about mental health trends and best practice models and particular specialisms
- To observe good health and safety practice throughout the organisation, in respect of individuals, premises, safe working practices, lone working and emergency procedures
- To be aware, responsive and proactive, in respect of Mind's duty of care and the safeguarding of vulnerable adults
- To implement Mind's Mental Health Risk Assessment and Risk Management Framework

- To maintain confidentiality and ensure that all information storage and information sharing is processed in compliance with the Data Protection Act GDPR (2018)
- To prioritise, work-plan, organise, monitor and deliver work to agreed standards and deadlines
- To deliver services, meet targets and deliver performance outcomes in line with Mind service contracts, agreements, service specifications, quality standards and individual job descriptions
- To attend and participate in Mind staff meetings, supervision and reflective practice
- To represent your service at external meetings, as agreed by the line manager
- To plan and manage budget resources, within delegated budget authority
- To motivate, lead and manage our workforce of staff and volunteers, where appropriate
- To work with all stakeholders in a professional, confidential, respectful and boundaried manner
- To work independently and as part of a team
- To contribute to the development of services and the wider aims and objectives of the Charity or service
- To demonstrate excellent interpersonal and communication skills
- To use initiative and engage in constructive problem-solving skills to achieve positive solutions
- To engage in opportunities for continuous professional development
- To be aware of and utilise Mind's confidential Employee Assistance Programme, if required
- To be a constructive, trustworthy and supportive colleague
- To be aware of Mind's Whistleblowing Policy

Appendix 1: KCW Senior Peer Support Worker for Complex Emotional Needs

Person Specification

Experience:

- To have experience of recovering and living well with mental health issues, particularly in the context of being described as having complex emotional needs associated with being given a diagnosis in relation to personality disorder
- 1 year's supervisory experience in a peer support setting
- Experience of planning, prioritising work and meeting deadlines
- Experience of delegating and monitoring workloads
- Experience of inducting, supervising, and developing individuals to achieve their best
- Experience of delivering training

Practice Issues:

- Knowledge of recovery focused approaches in mental health and trauma informed practice
- Knowledge of the values and principles of peer support
- Knowledge of mental health and associated physical conditions
- Understanding of the impact of stigma and discrimination, particularly in the context of being described as having complex emotional needs
- Ability to use a range of tools with individuals including crisis and safety planning as well as recovery plans
- Knowledge of self-harm and suicide prevention and procedures for maintaining safety
- Knowledge and commitment to service users' rights
- Knowledge and ability to work with issues of confidentiality, consent and information-sharing
- Knowledge and application of safeguarding procedures
- Ability to plan and prioritise work and meet deadlines
- Computer literacy in Microsoft Office
- Proficient and confident in using Zoom and Teams to deliver support options

Communication and Engagement Skills:

- Ability to use experiential sharing of own lived experience, including of being described as having complex emotional needs
- Excellent written and non-verbal communication skills
- Ability to communicate with people from different cultures, backgrounds and experiences

- Ability to communicate with a wide range of service users, carers, professionals and agencies
- Ability to use active listening and communications skills in a peer relationship
- Ability to engage and support families and carers
- Persuasive and reassurance skills required to receive sensitive information from others
- Ability to establish and maintain sound working relationships
- Ability to manage conflict and help others to do so
- Good teamworking skills

Self-care and Support:

- Ability to monitor and respond to the need for self-care
- Ability to make effective use of supervision

Supporting Self-Management:

- Ability to collaboratively discuss care and support options
- Ability to contribute to individual care and recovery plans
- Ability to support access to care and sources of support
- Ability to support transitions in care

Working with Teams and Promoting People's Rights:

- Ability to work as part of a team
- Ability to work with other organisations and services
- Ability to offer a recovery-oriented perspective
- Ability to promote the rights of people being supported

Intervention Skills:

- Ability to provide individual and group interventions
- Ability to support the use of digital interventions
- Ability to help people develop coping and problem-solving skills

Meta Competencies:

- Appropriate attitudes, values and style of interaction
- Ability to respond to feedback
- Ability to focus on self-care

Emotional Effort

The role can be emotionally demanding due to the nature of the distress that may be experienced by some service users and the worker's own lived experience. Issues may be encountered that may be emotionally distressing for the peer support worker involved.

Appendix 2: Peer Support Code of Ethics

The following principles will guide Peer Support Workers in their various roles, relationships, and responsibilities, supported by regular supervision meetings.

The principal responsibility of Peer Support Workers is to help individuals achieve their goals guided by the principles of Recovery, including:

- Inspiring hope
- Facilitating opportunity
- Handing back control of difficulties - the way individuals are treated and their lives as a whole

Peer Support Workers will:

- Conduct themselves in a way that fosters their own recovery
- Share stories of their own recovery as appropriate, in particular the factors that promote their recovery
- At all times, respect the rights and dignity of the people they work with
- Never intimidate, threaten, harass, use undue influence, physical force, or verbal abuse, or make unwarranted promises or benefits to the individuals they work with
- Will not practice, condone, facilitate or collaborate in any form of discrimination on the basis of ethnicity, race, sex, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, or any other preference or personal characteristic, condition or state
- Recommend that the people with whom they work make their own decisions in all matters when dealing with other professionals. Peer Support Workers may advocate on their behalf but always with the goal of handing over control
- Respect the privacy and confidentiality of others
- Not work under the influence of drugs or alcohol
- Work towards full integration of the people with whom they work into the communities of their choice and will promote the inherent value of those individuals to those communities
- Will not enter into personal relationships or commitments that conflict with the interests of those they serve
- Will never engage in sexual/intimate activities with the people they are working with