**Mind In Haringey**

**JOB DESCRIPTION**

**Job Title:** Mind in Haringey - Safe Haven - Peer Support Worker (PSW)

**Responsible to:** Haringey Wellbeing Network Services Manager

**Accountable to:** Chief executive officer

**Hours:**  16 hours per week: Evening & Weekend work

**Pay scale**: £23,000 pro rata per annum

**Holidays**: 12 days per year

**Location:** Remote / Home / Mind in Haringey

**Job Summary**

The Safe Haven is a crisis café service, which aims to provide a safe space for individuals whom are at risk of a mental health crisis. The Safe Haven will provide short-term intervention to support individuals who are vulnerable and isolated. This service is for adults aged over 18 who are living in Haringey and/or has a Haringey GP. The outcome of the service is to use non-medical interventions to collaboratively work with users to reduce the crisis and isolation; through enabling and supporting the user to develop safety /well-being crisis plans. This service will be delivered from the Clarendon Recovery College.

*This service will have a blended approach, of face to face and virtual delivery.*

**Crisis Cafés aims to deliver the following key out comes:**

1. To assist people who are experiencing mental health issues whom do not require going into hospital or do not meet the crisis team thresholds.
2. Prevent escalation of mental health problems and thereby deter a mental health crisis.
3. Prevent unwarranted referrals including self-referrals to secondary mental health services, A&E departments, and other emergency and out-of-hours services.
4. Improve mental health and wellbeing and assist in developing a recovery plan.
5. Increase independence and self-management for users.
6. Reduce isolation and improve wellbeing.

8. Refer into Haringey Wellbeing Network for Social prescribing / Wellbeing Advocacy / Peer support services.

**Refer to Crisis Service as appropriate**

**Role Context:**

The role of peer support worker consists of assisting and supporting others in a mental health crisis at Clarendon Crisis Café:

The post holder will be required to be self-reflective about their personal lived experience of mental ill health. An essential standard of the role is that successful applicants will use this experience and be able to recognise the values and impact of their lived experiences. They are required to work as part of a multidisciplinary team.

Successful applicants will be offered regular team and individual reflection space, supervision sessions and training opportunities to support their own wellbeing that links to their work activities.

**Under the guidance of the Project Lead**

* 1. PSW will inspire hope and belief that recovery is possible in others. To assist in ensuring the efficient running of the Crisis Cafe for residents with or at risk of mental health crisis or distress
  2. Work with service users and other agencies to identify needs and provide appropriate support to meet these needs, helping co-ordinate support and encouraging service users to maintain these contacts.
  3. To be aware of safeguarding procedures and have a clear understanding as to when and how to raise a safeguarding alert.
  4. To support and empower people in crisis and provide a safe and welcoming space for adults over 18 years old.
  5. To design and deliver a comprehensive programme of activities after consulting service users. These activities will involve the promotion of life-skills and health and will being to assist vulnerable service user in developing skills.
  6. Provide formalised peer support and practical assistance to service users for them to regain control over their lives and their own unique recovery process
  7. To complete assessments, support plans, reviews and other records in an accurate and confidential manner for individual service users.
  8. To support services users with information advice and guidance i.e. money management including debt, claiming of benefits, etc.
  9. To support service users with their housing needs where this is needed, by linking with appropriate local agencies.
  10. To assist service users in accessing housing support or if needed emergency accommodation in hostels, or independent accommodation.
  11. Take part in the development and delivery of the quality crisis support services/activities.

1.12 Monitor the service user’s progress, level of functioning & mental state, reporting progress and areas of concern to the Project Lead.

1.13 Be aware of, teach others and challenge issues in relation to stigma, low expectations and anti- discriminatory practice as appropriate.

1.14 Report any untoward incidents or unusual occurrences to the Project Lead/Line manager immediately.

1.15 Use a coaching and motivational approach to working with people with mental health conditions to enable them to take as much positive control as possible over their lives particularly with respect to improving their recovery.

1.16 Work with the Project Lead to generate new approaches to crisis support services in line with identified need and ensure the delivery of quality services.

1.17 Act as a recovery champion within the team and an ambassador of recovery for the Trust and Haringey Council with, external agencies and partner organisations.

1.18 PSWs will be involved in the ongoing training & development of peer roles including the NHS Trust peer support training programme and evaluation.

**PERSON SPECIFICATION**

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

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|  | **ESSENTAL** | **DESIRABLE** | **EVIENCED BY** |
| Training & Qualification | 1. Undertaken/willing to undertake peer support worker training  2. Commitment to obtain underpinning knowledge through work based learning and mandatory training | Health care or relevant NVQ Level 3 or equivalent skills  Undertaken Peer support training | Interview  References  Proof of qualifications |
| Experience | 1. Lived experience of using secondary mental health services  2. Experience of positively sharing your own life experiences, personal experience of mental health problems with Service Users and carers  3. Developed plans for managing own recovery  4. Experience of record keeping | Paid, or unpaid, peer support worker experience. |  |
| Knowledge & Skills | Ability to demonstrate a good understanding of mental health issues  1. Ability to demonstrate knowledge of Recovery  2. Able to demonstrate level 2 or above oral & written literacy and numeracy  3. Basic MS Office skills  4. Evidence of good interpersonal skills and an ability to form peer relationships with service users and carers  5. Effective active listening skills  6. Ability to commute on all levels and to a broad scope of individuals, both internally and externally  7. Ability to appreciate / understand other people’s worlds  8. Ability to demonstrate empathy, compassion and patience  9. An understanding of how to be non-judgmental  10. An ability to act calmly in emergencies and to respond in a professional manner to distress, disturbance and unpredictability  11. Ability to create innovative solutions to help empower service users  12. Ability to work unsupervised in a range of settings  13. Sensitive understanding of diversity issues and an ability to promote anti-discriminatory practice/equal opportunities.  14. Ability to demonstrate practical skills to provide support with daily living activities  15. Good organisational skills 16. Effective team player  17. Record keeping skills | Ability to demonstrate understanding of Peer  Knowledge of how to build community links  Ability to demonstrate an understanding of practical & social mental health issues in a community setting | Interview References |
| Other | Ability to see strengths rather than deficits.  Ability to see solutions rather than problems.  To be available to work flexible hours - evenings and weekends. | This job will involve working evenings and weekends. |  |