

## **JOB DESCRIPTION**

<b>Job Title:</b>	Mind in Haringey - Safe Haven - Peer Support Worker (PSW)
<b>Responsible to:</b>	Safe Haven Senior Shift Lead
<b>Accountable to:</b>	Head of Services
<b>Hours:</b>	16 hours per week: Evening & Weekend Shifts
<b>Pay scale:</b>	£9,984 per annum
<b>Holidays:</b>	12 days per year
<b>Location:</b>	Mind in Haringey/ Tottenham / Woodgreen

## **Job Summary**

The Safe Haven Crisis Café is an out of hours community crisis service, the Café provides a safe space for individuals who may feel that they are at risk of a mental health crisis. The Safe Haven provides short-term support and social prescribing to individuals who are vulnerable and isolated into relevant support service pathways.

This service is primarily for adults aged 18 and over, who are residents of in the London Borough of Haringey and/or has a Haringey GP. As this is an out of hours service, the service operates between the hours of 5-10pm, 7 days a week, inclusive of public holidays. This is service is delivered both online and face to face.

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

1. To assist people who are experiencing mental health issues who 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 the relevant service pathways within the Safe Haven.

## **Refer to Crisis Service as appropriate**

### **Role Context:**

The role of peer support worker (PSW) consists of assisting and supporting those in a mental health crisis at Mind in Haringey, Tottenham; in April 2022 the Safe Haven will move permanently to Canning Crescent in Woodgreen. This service is delivered both virtually and in a face to face capacity.

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 Senior Shift Lead**

- 1.1 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
- 1.2 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.
- 1.3 To be aware of safeguarding procedures and have a clear understanding as to when and how to raise a safeguarding alert.
- 1.4 To support and empower people in crisis and provide a safe and welcoming space for adults over 18 years old.
- 1.5 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 be to assist vulnerable service user in developing skills.
- 1.6 Provide formalised peer support and practical assistance to service users for them to regain control over their lives and their own unique recovery process.
- 1.7 To complete assessments, support plans, reviews and other records in an accurate and confidential manner for individual service users.
- 1.8 To support service users with information advice and guidance i.e. money management including debt, claiming of benefits, etc.
- 1.9 To support service users with their housing needs where this is needed, by linking with appropriate local agencies.

- 1.10 To assist service users in accessing housing support or if needed emergency accommodation in hostels, or independent accommodation.
- 1.11 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 Senior Shift 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.

	<b>ESSENTAL</b>	<b>DESIRABLE</b>	<b>EVIENCED BY</b>
Training & Qualification	<ol style="list-style-type: none"> <li>1. Undertaken/willing to undertake peer support worker training</li> <li>2. Commitment to obtain underpinning knowledge through work based learning and mandatory training</li> </ol>	<p>Health care or relevant NVQ Level 3 or equivalent skills</p> <p>Undertaken Peer support training</p>	<p>Interview</p> <p>References</p> <p>Proof of qualifications</p>
Experience	<ol style="list-style-type: none"> <li>1. Lived experience of using secondary mental health services</li> <li>2. Experience of positively sharing your own life experiences, personal experience of mental health problems with Service Users and carers</li> <li>3. Developed plans for managing own recovery</li> <li>4. Experience of record keeping</li> </ol>	<p>Paid, or unpaid, peer support worker experience.</p>	
Knowledge & Skills	<p>Ability to demonstrate a good understanding of mental health issues</p> <ol style="list-style-type: none"> <li>1. Ability to demonstrate knowledge of Recovery</li> <li>2. Able to demonstrate level 2 or above oral &amp; written literacy and numeracy</li> <li>3. Basic MS Office skills</li> <li>4. Evidence of good interpersonal skills and an ability to form peer relationships with service users and carers</li> <li>5. Effective active listening skills</li> <li>6. Ability to communicate on all levels and to a</li> </ol>	<p>Ability to demonstrate understanding of Peer</p> <p>Knowledge of how to build community links</p> <p>Ability to demonstrate an understanding of practical &amp; social mental health issues in a community setting</p>	<p>Interview</p> <p>References</p>

	<p>broad scope of individuals, both internally and externally</p> <p>7. Ability to appreciate / understand other people's worlds</p> <p>8. Ability to demonstrate empathy, compassion and patience</p> <p>9. An understanding of how to be non-judgmental</p> <p>10. An ability to act calmly in emergencies and to respond in a professional manner to distress, disturbance and unpredictability</p> <p>12. Ability to work unsupervised in a range of settings</p> <p>13. Sensitive understanding of diversity issues and an ability to promote anti-discriminatory practice/equal opportunities.</p> <p>14. Ability to demonstrate practical skills to provide support with daily living activities</p> <p>15. Good organisational skills</p> <p>16. Effective team player</p> <p>17. Record keeping skills</p>		
<p>Other</p>	<p>To be available to work evenings and weekends and public holidays.</p>	<p>Ability to see strengths rather than deficits</p> <p>Ability to see solutions rather than problems.</p>	