



Safe Haven Crisis Hub

Peer Support Worker

Application pack for

**Mind in Haringey**

## Table of Contents

About us .....	1
Our values .....	2
Our services.....	2
About the Service- Safe Haven Crisis Hub .....	3
Person specification .....	6
How to apply .....	8

## About us

Mind in Haringey is an independent charity organisation providing vital mental health services to our community in Haringey since 1989.

We have a broad and exciting range of services and projects running in a dynamic, evolving environment. We are constantly striving to develop and improve our services through listening to our community, those who use our services, peers, and the staff team to evaluate and deliver the best possible projects for our community.

Our staff members are a diverse and passionate team, who welcome experiences and perspectives from all backgrounds.

We particularly encourage applications from those with lived experience of mental health, from racialised communities, members of the LGBTQ+ community, and residents of Haringey who are passionate about changing things for the better in the borough.

Haringey is a melting pot of culture, history, and resilience. Though there is much that needs to be improved, we are proud to work as part of a community that has displayed great strength in hardship both in the past and in more recent years.

## Our values

- We are passionate, committed, and will listen to everyone we encounter with care and respect.
- We will influence and improve mental health services in Haringey, raising awareness and challenging stigma and discrimination.
- We will become an Anti-racist organisation.
- We are committed to equity, inclusion, and access for everyone in Haringey to mental health support.
- We are leaders and influencers fighting for mental health.
- We seek continuous improvement in all we do, to meet the needs of our community.
- We consider opportunities for collaboration when developing and delivering services.

## Our services

This page gives a detailed breakdown of the services we provide at Mind in Haringey:

<https://www.mindinharingey.org.uk/our-services/>

## Job Description

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

**Responsible to:** Safe Haven Shift Leads

**Accountable to:** Safe Haven Service Manager

**Hours:** 12 hours per week: Evening & Weekend Shifts

**Pay scale:** £14 per hour

**Location:** Mind in Haringey/ Canning Crescent /Tottenham

**Deadline for applications:** 5pm 28<sup>th</sup> March 2025

**Interview Date:** between 2<sup>nd</sup> April- 3rd April 2025

## About the Service - Safe Haven Crisis Hub

The Safe Haven Crisis Hub is an out of hours community crisis service, the Hub 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 during the weekdays and between the hours of 12- 5pm during the weekends. This service is operational 7 days a week, inclusive of public holidays. This is service is delivered both online and face to face.

Safe Haven Crisis Hub aims to deliver the following key out comes:

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

## Role Context

The role of peer support worker consists of assisting and supporting those in a mental health crisis at Mind in Haringey.

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.

## Duties

- The Peer Support Worker will inspire hope and belief that recovery is possible in others. To assist in ensuring the efficient running of the Crisis Hub for residents with or at risk of mental health crisis or distress
- 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.
- To be aware of safeguarding procedures and have a clear understanding as to when and how to raise a safeguarding alert.
- To support and empower people in crisis and provide a safe and welcoming space for adults over 18 years old.
- 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.
- Provide formalised peer support and practical assistance to service users for them to regain control over their lives and their own unique recovery process
- To complete assessments, support plans, reviews and other records in an accurate and confidential manner for individual service users.
- To signpost service users to the appropriate service regarding information advice and guidance i.e. money management including debt, claiming of benefits, etc.
- To signpost service users to appropriate service for accessing housing support or if needed emergency accommodation in hostels, or independent accommodation.

- Take part in the development and delivery of the quality crisis support services/activities.
- Monitor the service user's progress, level of functioning & mental state, reporting progress and areas of concern to the Shift Lead.
- Be aware of, teach others and challenge issues in relation to stigma, low expectations and anti-discriminatory practice as appropriate.
- Report any untoward incidents or unusual occurrences to the Shift Lead and Service Manager immediately.
- 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.
- Work with the Service Manager to generate new approaches to crisis support services in line with identified need and ensure the delivery of quality services.
- 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.
- PSWs will be involved in the ongoing training & development of peer roles including the NHS Trust peer support training programme and evaluation.

## Person specification

	ESSENTIAL	DESIRABLE
Training & Qualification	<ul style="list-style-type: none"> <li>• Undertaken/willing to undertake peer support worker training and MHFA</li> <li>• Commitment to obtain underpinning knowledge through work based learning and mandatory training</li> </ul>	<ul style="list-style-type: none"> <li>• Health care or relevant NVQ Level 3 or equivalent skills</li> <li>• Psychology course or undertaking a psychology course</li> <li>• Undertaken Peer support training</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Lived experience of using secondary mental health services</li> <li>• Supporting people in complex mental health setting</li> <li>• Experience of positively sharing your own life experiences, personal experience of mental health problems with Service Users and carers</li> <li>• Developed plans for managing own recovery</li> <li>• Experience of record keeping</li> </ul>	<ul style="list-style-type: none"> <li>• Paid, or unpaid, peer support worker experience.</li> </ul>

Knowledge & Skills

- Ability to demonstrate a good understanding of mental health issues
- Ability to demonstrate knowledge of Recovery
- Able to demonstrate level 2 or above oral & written literacy and numeracy
- Basic MS Office skills
- Evidence of good interpersonal skills and an ability to form peer relationships with service users and carers
- Effective active listening skills
- Ability to commute on all levels and to a broad scope of individuals, both internally and externally
- Ability to appreciate / understand other people's worlds
- Ability to demonstrate empathy, compassion and patience
- An understanding of how to be non-judgmental
- An ability to act calmly in emergencies and to respond in a professional manner to distress, disturbance and unpredictability
- Ability to create innovative solutions to help empower service users
- Ability to work unsupervised in a range of settings
- Ability to demonstrate understanding of Peer skills
- Knowledge of how to build community links
- Ability to demonstrate an understanding of practical & social mental health issues in a community setting



	<ul style="list-style-type: none"> <li>• Sensitive understanding of diversity issues and an ability to promote anti-discriminatory practice/equal opportunities.</li> <li>• Ability to demonstrate practical skills to provide support with daily living activities</li> <li>• Good organisational skills Effective team player</li> <li>• Ability to see strengths rather than deficits.</li> <li>• Ability to see solutions rather than problems.</li> <li>• To be available to work flexible hours - evenings and weekends.</li> </ul>	<p>This job will involve working evenings and weekends.</p>
--	---	---

We would also like to hear from candidates who having read the pack and job description are interested to apply even though they might not have experience in the above areas but have other relevant experience.

All successful applicants receive training and induction.

## How to apply

To express interest in becoming a **Safe Haven Peer Support Worker**, please send your completed **Application Form** along with this [diversity form](#) to Chloe Chandler ([admin@mih.org.uk](mailto:admin@mih.org.uk)). This information will be kept anonymously. It is not used as part of the selection process, but it helps us to understand whether we represent all parts of our community equally.

Please do not send your CVs.

If there are any reasonable adjustments, we can implement in our recruitment that would make the process more accessible, please contact us directly with a request and we will consider if the changes are feasible now or in the future. We commit to considering all such requests.

**The deadline for applications is 5pm, 27/03/2025.** Candidates will be contacted on an ongoing basis, we recommend submitting applications as soon as possible.

Successful applicants will be expected to undergo an Enhanced level Disclosure and Barring Service check.



Mind in Haringey

Station House  
73c Stapleton Hall Road

London

N4 3QF

T: 0208 340 2474

[admin@mih.org.uk](mailto:admin@mih.org.uk)

Registered charity number 801618