

Position: Thrive Peer Support Worker
Responsible to: Thrive Partnership Manager (Space)
Operationally lead by: NHS Thrive Welcome Team Coordinator (South West Edinburgh)

Purpose of the Job

- To promote positive mental health and reduce the toll of poor mental health on individuals and on our communities by supporting our citizens' resilience, self-esteem, family strength and joy.
- To provide short term emotional and practical mental health support to enable people to work towards achieving positive change.

Key Duties

- Establish a supportive relationship with citizens to help them maximise their own resources, identify and work towards achievable and meaningful recovery goals. Draw on mutual resources as peers, utilise a range of coping strategies, recovery tools, techniques and experience.
- Assist citizens to establish and maintain meaningful and fulfilling links in the community and support them to find the right help when needed including social, therapeutic and medical interventions.
- Hold 'Thrive' conversations, encouraging citizens to assess their own needs and determine goals by developing personal 'Thrive' plans.
- Work as part of the South West Thrive Welcome Team, attending daily team huddles, reflective practice, training sessions and other appointments.
- Coordinate delivery of recovery-focused support, independently diarising appointments.
- Be responsible for maintaining the relevant Thrive, NHS and Space systems of paper and electronic records. Administrate citizen data and appointments, and keep databases and paper records up to date and accurate, in line with GDPR policy.
- Facilitate workshops, group activity, training & other events in order to aid individuals in their recovery journey.
- Deliver peer support and practical assistance, promoting empowerment and choice and giving the opportunity for exploration of meaning and purpose.
- Give appropriate, accurate information about the service to potential citizens, carers and referrers.
- Identify, assess and manage risk and support people to keep themselves and others safe
- Build relationships with, and maintain comprehensive knowledge of local community groups and services in order to connect people with the most appropriate support. Demonstrate the 'Thrive' approach to help increase awareness and engagement of the project and promote building resilience to enable behaviour, culture and community change around stigma and discrimination.
- Work as part of the South West Thrive Welcome Team to develop the service, operational process and procedures to ensure they are efficient and effective. Contributing to the monitoring and evaluation of the impact of the service.
- Contribute to the reflective practice of the team and develop the ethos and values of peer work in the South West Thrive Welcome Team and in the wider community.
- Attend training & promotional events and networking with other professionals, stakeholders and potential service users.
- Deliver awareness raising sessions to citizens, professionals and families and able to tailor the delivery as appropriate.
- Provide accurate information and reports as required.

- Other duties, deemed appropriate to this grade, as and when required.

Team Work

- Effectively communicate, engage and inspire staff across the projects, and foster collaboration and team work throughout the organisation, including involvement in team meetings & staff meetings as required.
- Undertake activities that will allow Space to respond to opportunities that arise from additional funding, service trials or pilots and other innovative projects.
- To work as part of the wider team to ensure services are delivered effectively, including stakeholders, to ensure the organisation's remit is carried out with regard to statutory commitments and best practice.
- To fulfil organisational requirements in relation to receiving training and practice development, and to develop individual and team skills.
- Work to legislative, ethical, policy and procedural requirements, adhering to Space's policies & procedures, including best practice on Safeguarding and Protection of Children and Vulnerable Adults, HR, Health and Safety & Operational, and participate in all policies being reviewed and updated. Post also requires adherence to NHS policies and procedures.
- Undertake relevant Continuing Professional Development and interest in the latest relevant literature
- Use communication systems to good effect including email/meetings/notice boards
- Team work including taking part in the induction of staff and supporting other team members including offering constructive challenge where appropriate
- Understand fully the requirement for confidentiality in your work, balanced with data sharing with suppliers, stakeholders and others, being aware of GDPR.
- Care for the work environment to promote effective working
- Liaise with other voluntary, statutory workers and stakeholders as required.

Behaviours

All staff are expected to:

- Nurture a culture of kindness through upholding and working towards our values – welcoming, fun, creative, bold and trustworthy.
- Be a role model for staff and stakeholders, showing optimistic, determined and positive leadership that will support our organisational aims and outcomes.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

Line Management, Support & Supervision

- Undertake regular support & supervision with Line Manager & Thrive Welcome Team Coordinator

PERSON SPECIFICATION

Position: Thrive Peer Worker

Essential skills, training and experience required for this post
Personal lived experience of mental health challenges
Experience of using self-management or recovery tools and techniques
Knowledge and understanding of the key issues relating to mental health conditions
Ability to share personal story of recovery in a professional manner
Ability to develop and maintain sound working relationships
Excellent (English) written, verbal and non-verbal communication skills
Fully competent and comfortable with the use of Microsoft Office software (Word, Excel, PowerPoint, Outlook). Knowledge of Zoom, MS Teams & Whatsapp
Ability to work effectively both independently and as part of a team
Ability to work and receive training online, often working from home
Desirable skills, training and experience that would be an advantage for this post
PDA qualification in Mental Health Peer Support or commitment to undertake this training
Experience of being in a supportive and enabling role
Knowledge of Mental Health Legislation
Understanding of peer working within the therapeutic relationship
Experience of partnership working
Ability to communicate in multiple languages
Experience of being previously employed as a peer worker or a support worker