



## JOB DESCRIPTION

Senior Peer Specialist  
(Crisis Support)

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Reports To:	Peer Support Team Leader
Direct Reports:	Peer Specialist
Location:	Southampton
Hours:	30 Hours per week – (4 shifts) (Working evenings on a rota basis, 4pm to Midnight shifts, with weekend/bank holiday working essential)
Salary Range:	£27,895.95 - £30,048.65 (£34,405 to £37,060 full-time equivalent) - Solent Mind Crisis Services Band C (includes unsocial hours enhancements)

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### **Purpose:**

Peer Support is recognised as a key component of modern mental health and wellbeing provision. Peer support roles are specifically for people who have lived experience of mental health problems and have been through the recovery journey. Through sharing wisdom from their own experiences, peer support staff and volunteers will inspire hope and belief that recovery is possible in others. They will work in support of Solent Mind's vision, "We won't give up until everyone experiencing a mental health problem gets both support and respect".

The Lighthouse offers support to people experiencing or at risk of a crisis, delivered in partnership between Solent Mind and Hampshire and IOW NHS Foundation Trust. As a well established Crisis service supporting our community over the last 6 years, we are recruiting for a Senior Peer Specialist for our every expanding team. The Lighthouse offers face to face support at our Southampton centres in Bitterne and Shirley alongside a remote service using text and telephone, through an integrated team of peer and nursing staff.

As a Senior Peer Support Specialist, you will be using your own mental health experiences to support, encourage and inspire others. This work will include the following elements:

- Offering support, co-ordination and supervision to a small team of peer workers.
- Taking a lead role in the delivery of face to face support to people who are in distress, by providing a safe space for them to talk and make sense of their experiences and sharing your own experiences in an appropriate way where helpful.
- Contributing to the ongoing development of the service and partnership.

Principal Accountabilities:

- To support and supervise peer specialists within the service, including identifying support and training needs and carrying out regular supervision sessions.
- To work with stakeholders to identify opportunities for the development of the service, to improve service user experiences and outcomes.
- To work with the service manager and NHS colleagues to monitor and take a lead on day to day face to face operations and adapt delivery according to localised needs and feedback from staff and service users.
- To work directly with adults with mental health issues to offer support, validation and encouragement, through a range of methods include telephone, text and face to face.
- To model and support peer workers to maintain their own wellbeing and balance this with the role requirements.
- To work with the team lead and service manager to monitor day to day operations and staffing.
- To carry out annual appraisal of direct report/s in conjunction with the service manager.
- To work closely with colleagues from Solent Mind and Hampshire and IOW Foundation Trust to ensure safety and appropriate support for people using the crisis support service.
- To support and encourage service users to identify their own strengths, triggers and life goals and how they can be achieved.
- To work with service users to identify longer term support needs and potential barriers, including referrals to and negotiation with other agencies where appropriate.
- To provide service users with tools and coping strategies to maintain their wellbeing.
- To share and use your lived experience in an appropriate way, to offer understanding, support and hope to service users.
- Work with service users to plan group activities.
- Participate in service monitoring, evaluation and reflection in line with the project guidelines, and support service users to take part.
- To ensure attendance at relevant meetings.
- To help adhere to and support the development of relevant procedures and guidelines as they relate to peer support and the service
- To develop relationships and partnership working with key local organisations and providers.
- To work in partnership with others to identify and assess the nature, location and seriousness of the particular risks.
- To recognise potential crisis situations and act responsively and responsibly to resolve the situation, seeking assistance if required.
- To be aware of the potential for vulnerability and abuse amongst the service users/families and raise any concerns with SHFT colleagues in line with safeguarding vulnerable adults and children Policies.

#### General

- Adhere to the aims, values, policies and procedures of Solent Mind, particularly safeguarding and health & safety.

This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Solent Mind



**PERSON SPECIFICATION**  
**Senior Peer Specialist**  
**(Crisis Support)**

Requirement	Essential or Desirable
<p>Qualifications/Education/Training:</p> <p>Basic education including GCSE English and Maths or equivalent.</p> <p>Relevant training in peer support and/or mental health.</p>	<p>Essential</p> <p>Essential</p>
<p>Experience:</p> <p>Have lived experience of mental health problems and using mental health services or own recovery tools.</p> <p>Experience of working with people with mental health needs, in a paid or voluntary capacity.</p> <p>Experience of providing support and/or guidance to people with mental health issues.</p> <p>Experiencing of supervising and supporting staff.</p> <p>An understanding of the role of peer support within mental health.</p> <p>An understanding of key concepts of recovery.</p> <p>An understanding of the key difficulties and challenges faced by people on their recovery journey.</p> <p>Experience of partnership/multi-disciplinary working.</p> <p>Experience of helping people identify their own goals and the ability to support people in pursuing these.</p> <p>Experience/knowledge of the local services.</p> <p>Experience of supporting people in crisis or severe emotional distress.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>

<p>Service Delivery Knowledge/Skills/Competencies:</p> <p>Demonstrate an understanding of the role and impact of peer support in people’s lives.</p> <p>Demonstrate the knowledge, confidence and skills to work with people with a range of needs.</p> <p>Demonstrate the confidence and aptitude to calmly and effectively support people who are distressed and/or in crisis.</p> <p>Demonstrate an understanding of mental health crisis and suicide prevention.</p> <p>Demonstrate the skills and understanding to support staff members with lived experience.</p> <p>Demonstrate the knowledge and skills to work successfully in partnership with other agencies to achieve a common aim.</p> <p>Demonstrate a knowledge of local support services, organisations and groups and the skills and confidence to engage with them, including making and receiving referrals.</p> <p>Skills to work with change and to support service users through the process.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
Requirement	Essential or Desirable
<p>The ability to manage time and competing priorities and take responsibility for your own work and accountabilities.</p> <p>Good team working skills including listening, constructive feedback, respect and dignity and skill sharing.</p> <p>Excellent communication and organisational skills including written and I.T., including use of Microsoft Office packages.</p> <p>The ability to maintain and monitor accurate recording of attendance, progress and outcomes.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Other:</p> <p>Demonstrate skills in managing your own health and wellbeing.</p> <p>Demonstrate a solid understanding of the importance of confidentiality, boundaries, risk management and safeguarding.</p> <p>Commitment to Solent Mind’s values.</p> <p>Commitment to Solent Mind’s Equal Opportunities and Diversity policies.</p> <p>Willingness to undergo a relevant DBS check if required.</p> <p>Willingness to work flexible hours to meet project needs.</p> <p>Ability and willingness to travel within the Southampton/Hampshire area.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Date job originated: January 2022  
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Reviewing Manager: Ellie Colman