



JOB DESCRIPTION

Senior Peer Worker (Community Mental Health Team)

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. We have established peer support services at all levels, including community, primary, secondary and crisis care.

Peer support staff and volunteers *listen, connect and inspire hope authentically and through our lived experience.*

For this role we are working in partnership with Hampshire & Isle of Wight Healthcare NHS Foundation Trust to deliver a programme of peer support throughout Southampton City in the Community Mental Health Teams (CMHT).

This work will include the following elements:

- **Offering support, co-ordination and supervision to a small team of peer support workers and volunteers.**
- **Working closely with CMHT colleagues to identify and develop opportunities for peer support.**
- **Working with CMHT and other colleagues to collectively review and plan work, caseloads and service plans.**
- **Working directly with clients in one to one and group settings, including managing your own caseload.**

Reports To: Team Leader CMHT

Direct Reports: Peer Workers

Key Relationships: Solent Mind and CMHT staff, volunteers, service users, other local mental health and support services.

Location: Southampton

Hours: 30hrs

Salary Range: £21,814.86 to £23,967.57 (£26,521 to £29,560 full time equivalent) per annum – Solent Mind band C

Main Responsibilities

- To work with CMHT colleagues to identify opportunities for the development of peer support within the service, to improve service user experiences and outcomes.
- To support and supervise peer support workers within the service, including identifying support and training needs and supporting caseload management. To carry out annual appraisal of direct report/s in conjunction with the Team Leader.
- To work with the Team Leader and CMHT colleagues to monitor and adapt delivery according to localised needs, caseloads and feedback from staff and service users.
- To be a member of the CMHT leadership team, contributing to service development and transformation plans.
- To work directly with a caseload of adult service users with mental health issues to offer support, advice and guidance. Caseload will include those adult service users with more complex needs.
- To engage with service users to identify needs, and plan work accordingly.
- To support and encourage participants to identify their own strengths, triggers and life goals and co-produce individualised plans to help achieve them.
- To work with participants and colleagues to identify needs and potential barriers to people accessing support, and work collaboratively to address them.
- To provide service users with tools and coping strategies which support long term mental wellbeing.
- To work with the Team Leader and NHS colleagues to ensure effective service monitoring, evaluation and reflection.
- To ensure attendance and participation at relevant meetings, including regular Multi-Disciplinary Team (MDT) meetings and service management meetings, bringing knowledge of the service users and advocating for their wishes and goals.
- To adhere to and support the development of relevant procedures and guidelines as they relate to peer support and the service.
- To complete and understand risk assessments and procedures as appropriate.
- To maintain appropriate and timely records of participation and progress.
- To work in collaboration with the lead clinician or care co-co-ordinator to ensure a collaborative approach to care planning and delivery.
- To escalate any concerns or risk to the duty manager ensuring that any immediate safety concerns are managed.
- To participate in caseload supervision ensuring there is an effective flow of work through the caseload.
- Working with service users to instil optimism and hope to continue to build a life worth living.

General

- To uphold the aims and values of Solent Mind.
- To contribute to the ongoing development of the service and to best practice.
- To work within Solent Mind policies and procedures and to complete all necessary training.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both mental health and Primary Care Services.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public.
- All employees have a responsibility to prevent abuse and neglect and report concerns.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with current Data Protection legislation and Security and Confidentiality Policies.
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

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 Worker (Community Mental Health Team)

Requirement	Essential or Desirable
<p>Qualifications/Education/Training:</p> <p>Sound basic education including English and Maths or equivalent.</p> <p>Relevant training in peer support and/or mental health.</p>	<p>Essential</p> <p>Desirable</p>
<p>Experience:</p> <p>Have lived experience of mental health problems and using mental health services.</p> <p>Experience of working with people with mental health needs.</p> <p>Experience of providing supervision and/or support to staff and/or volunteers.</p> <p>Experience of co-production and/or service user engagement.</p> <p>Experience of working in partnership/multi agency working.</p> <p>An understanding of the role of peer support within mental health.</p> <p>Experience of service/project monitoring and evaluation.</p> <p>An understanding of the key difficulties and challenges faced by people on their recovery journey.</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>
<p>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 offer effective support and supervision to peer support workers and volunteers.</p> <p>Demonstrate the skills and understanding to manage and liaise on caseloads and capacity, and support direct reports to do so.</p> <p>Demonstrate the skills to work in partnership, collaborating on plans and decision making to achieve the best outcomes for service users and the service.</p> <p>Demonstrate a knowledge of mental health services, and service user pathways within them.</p> <p>Demonstrate the confidence and understanding to advocate for service users and share a lived experience input to wider service and care planning.</p> <p>The ability to manage time and competing priorities and take responsibility for your own work and accountabilities.</p> <p>Excellent team working skills including listening, constructive feedback, respect and dignity and skill sharing.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Requirement	Essential or Desirable
Excellent communication and organisational skills including written and I.T., including use of Microsoft Office packages.	Essential
The ability to maintain and oversee accurate recording of participation, progress and outcomes.	Essential
<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 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 service needs.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Date job originated: January 2021
Date job reviewed: May 2026
Reviewing Manager: Jude Gardner