

**Purpose:**

Crisis Peer Support is recognised as a key component of contemporary mental health and wellbeing provision. The role of Crisis Peer Team Leader has been developed specifically for people who have lived experience of mental health problems in crisis. Through sharing wisdom from their own experiences, Crisis Peer Team Leaders 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”**

As an integral and highly valued member, the Crisis Peer Team Leader will support the team to provide formalised peer support and practical assistance to service users in crisis in order for them to regain control over their own lives and unique recovery process. Within a relationship of mutuality and information sharing they will promote choice, self-determination and opportunities for self-management and connection to local communities.

The service users will be supported via web chat, text, video call and telephone. Staff will be located within a central hub in the Portsmouth area. Reporting directly on a day to day basis to the Service Manager, the Crisis Peer Team Leader will be responsible for the team delivery of crisis peer support and practical interventions as agreed.

This role is integral to the overall crisis service, and therefore this post will be part of the team rota and will involve shift work which includes working unsocial hours including weekends and evenings, including bank holidays.

<b>Reports To:</b>	<b>Service Manager - Peer Support Services</b>
<b>Direct Reports:</b>	<b>Crisis Peer Practitioners</b>
<b>Key Relationships:</b>	<b>Solent Mind and NHS staff within the crisis teams, other Peer Team Leads and Practitioners within Portsmouth Support and Recovery Service (PSR) Solent Mind, Havant and East Hants Mind, other internal and external stakeholders</b>
<b>Location:</b>	<b>Portsmouth (service area may cover Portsmouth, Gosport, Fareham, Havant and East Hampshire)</b>
<b>Contract:</b>	<b>Fixed Term until 31 July 2022</b>
<b>Hours:</b>	<b>24.5 Hours Per Week (across 7 days including evenings/weekends/bank holidays)</b>
<b>Salary Range:</b>	<b>£25,452 - £27,409 Pro Rata Per Annum (SM PP 29-32) (plus enhancements for unsocial hours)</b>

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## **Main Responsibilities**

- Provide line management function and supervision to a team of Crisis Peer Practitioners.
- Coach, support and mentor members of the team.
- Ensure the fidelity of the peer support model is maintained whilst providing support to service users.
- Build strong networks amongst community-based agencies who provide relevant services.
- Build relationships with lead clinicians and clinical staff within NHS Trust's Crisis Teams.
- To support adults with mental health issues, offering support, validation and encouragement.
- To support Service users (SU) to identify the strategies required to help self-manage during and after a crisis.
- To equip the SU with the skill set required to prevent recurrence of mental health crises.
- To help service users identify their own recovery goals through building a trusting collaborative peer support relationship.
- To support SU to create a Crisis Safety Plan.
- To support SU via web chat, video call, text and telephone conversations.
- To share and use your lived experience in an appropriate way, to offer understanding, support and hope to SU.
- To share ideas about ways of achieving recovery goals, drawing on personal experiences and a range of coping, self-help and self-management techniques.
- To assist the SU in creating their own recovery plans and advance directives.
- To sign post to various resources, opportunities and activities within the Mind and NHS Trusts communities to promote choice and informed decision making.
- Manage documentation and time effectively. Ensuring up to date and clear record keeping in line with both Mind and NHS Trust's policy.
- To observe, report and record changes in SU physical and mental health and behaviour.
- To be aware of and work to the principles of the Mental Health Act 1983/2017.
- To use evidence-based tools to provide practical skills, emotional support and stability to SU to ensure effective engagement whilst maintaining professional boundaries.
- To establish supportive and respectful relationships with people using mental health services.
- To support service users to identify and overcome fears within a relationship of empathy and trust.
- To model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness
- To support the team in promoting a recovery orientated environment by identifying recovery focused activities and imparting information and education as needed.
- To act in a manner to respect the customs, individuality, values, sexuality and spiritual beliefs, activity, supporting the individual to fulfil these.
- To contribute in the assessment, planning, implementation and evaluation of care.
- To create and maintain professional supportive relationships with all members of staff with other professionals and agencies to enhance recovery.

## **Communication**

- To record all contacts with service users in the case notes and on appropriate electronic patient record systems e.g., SystmOne, CRM.
- To give and receive clear messages by telephone and/or personal contact.
- To receive referrals where appropriate.
- To arrange next day appointments for service users at Positive Minds/Wellbeing Centres.
- To ensure effective support and communication with SU, relatives and carers, visitors, staff GPs and others.
- To ensure that all communication is within the boundaries of client confidentiality and to seek guidance when unsure always working in line with Mind and NHS Trust Information Governance Policy.
- To clearly and precisely document information to support mental state examination.
- To ensure that any information related to client or other personal safety is communicated immediately to senior team members.

## **Quality**

- To assist in the collection of data for the purpose of audit, research and service performance.
- To actively participate in evaluation of the Crisis Peer Team Leader and Practitioner roles.
- To contribute to the maintenance and monitoring of service standards.
- To promote SU involvement in all aspects of their care.
- To contribute and make suggestions to the improvement of services.
- To identify issues of concern at work and alerting appropriate personnel.
- To present a positive image of the team, service, Mind and NHS Trust's.
- To act as an effective team member.
- To attend meetings as directed.

## **Risk Assessment**

- To recognise potential crisis situations and act responsively and responsibly until assistance arrives.
- To be aware of the potential for vulnerability and abuse amongst the service users/ families and using the safeguarding policy to inform appropriate personnel in line with Protection of Vulnerable Adults (POVA) and Child Protection Policies.
- To take all possible precautions to safeguard the welfare and safety of staff, service users, and the public, by implementing all policies related to health, safety and risk.
- To assist in risk assessments with multi-disciplinary staff, highlighting any changes in service users' presentation relevant to their safety plan and feedback accordingly.

## **Professional/Personal Development**

- To participate in supervision, appraisal and performance development.
- To identify appropriate training needs in line with professional development.
- To ensure attendance at all NHS Trust's and Mind's essential training.

- To work towards achieving competencies outlined within the role and the collection of evidence within personal portfolio.
- Maintain a working knowledge of current trends in mental health, recovery and peer support.

## **Administration**

- Be responsible for reporting of KPIs, outcome measures, staff absence figures, training and any other data required by Mind and our partners.
- Present data in meaningful and appropriate formats.
- Maintain appropriate paperwork required by Mind and the funders of the service.
- Use various database systems according to locality and service partners to record data securely and appropriately for the purposes of auditing and reporting.
- To use a high level of IT literacy in clinical, non-clinical and administrative settings.
- Presenting data at KPI meetings when necessary.

## **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 NHS Trust's operational policies including Information Governance, Information Security, Data Protection, Records Management and Safeguarding.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- 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 and NHS Trust's.**



# PERSON SPECIFICATION

**Crisis Peer Team Leader  
(The Harbour - PSR)**

Requirement	Essential Or Desirable
<p><b>Qualifications/Education/Training:</b></p> <p>Diploma/NVQ Level 3 in Health Care or equivalent experience.</p> <p>Literacy and Numeracy skills to GCSE level/NVQ2 or equivalent.</p> <p>Commitment to undertake Decider skills and Peer related training.</p> <p>Mental Health First Aid/Awareness training or equivalent experience.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p><b>Experience:</b></p> <p>Experience of reporting on Key Performance Indicators (KPIs).</p> <p>Experience of working in partnership.</p> <p>Experience of supervisory duties.</p> <p>Experience of managing a team.</p> <p>Experience of managing change.</p> <p>An understanding of the role of peer support within mental health.</p> <p>Has lived experience of mental health problems and use of mental health services.</p> <p>Experience of helping people identify their own goals on their recovery journey.</p> <p>Experience of supporting people with mental health needs in a paid or voluntary capacity.</p> <p>Demonstrate the knowledge, confidence and skills to work with people with a range of needs.</p> <p>Experience of supporting people in crisis or severe emotional distress.</p> <p>Demonstrate the confidence and aptitude to calmly and effectively support people who are distressed and/or in crisis.</p> <p>Able to share personal recovery story in a professional manner.</p> <p>High level of self-awareness – ability to critically appraise own performance.</p> <p>An understanding of key concepts and of the difficulties and challenges faced by people on their recovery journey.</p> <p>Knowledge of the support providers and organisations within the local areas (Portsmouth, Fareham, Gosport, Havant and East Hampshire).</p>	<p>Essential</p> <p>Desirable</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> <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> <p>Essential</p>
<p><b>Knowledge/Skills/Competencies:</b></p> <p>Demonstrate an understanding of the role and impact of peer support in people’s lives.</p> <p>Skills to work within a changing work environment and to support service users through the process.</p> <p>Ability to manage time and competing priorities and take responsibility for your own work and accountabilities.</p> <p>Ability to maintain and monitor accurate recording of attendance, progress and outcomes.</p> <p>Good team working skills including listening, understanding constructive feedback, showing respect and skill sharing.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

<b>Requirement</b>	<b>Essential Or Desirable</b>
Excellent communication skills.	Essential
Excellent Information, Communication and Technology skills.	Essential
Good planning, organisational and administrative skills.	Essential
Demonstrate a high level of self-awareness, personal resilience and wellbeing, and the ability to work in a challenging environment while maintaining self-care.	Essential
Demonstrate a solid understanding of the importance of confidentiality, professional boundaries and safeguarding.	Essential
Demonstrate the knowledge and skills to work successfully in partnership with other agencies to achieve a common aim.	Essential
<b>Other:</b>	
Commitment to Solent Mind's and NHS Trusts values.	Essential
Commitment to Solent Mind's and NHS Trust's Health's Equal Opportunities and Diversity policies.	Essential
Willingness to work flexible hours to meet service needs.	Essential
Willingness to undergo a relevant DBS Check as required.	Essential

**Date job originated: Jan 2020**  
**Date job reviewed: 17 May 2021**  
**Reviewing Manager: Sherry Craig**



## **DBS NOTE TO APPLICANTS**

### **Disclosure & Barring Service And Recruitment Of New Staff**

Solent Mind has registered with the Disclosure & Barring Service (DBS), previously known as CRB, in order to make safe, well informed recruitment decisions. We are ensuring that all our relevant policies meet legal and best practice requirements.

We have assessed the position of:-

#### **CRISIS PEER TEAM LEADER (The Harbour)**

As requiring an:-

**Enhanced & Barred** level of disclosure.

All convictions, including convictions which would otherwise be “spent” under the Rehabilitation of Offenders Act 1974, must be disclosed for the purposes of this job application.

Solent Mind will determine the relevance of any convictions to the position applied for in line with guidance from the DBS.

Any applicant who is offered employment will be subject to a DBS check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions. Applicants will have the opportunity to discuss any disclosure information before a final decision is made as part of the post interview process.