



# **JOB DESCRIPTION**

**Senior Peer Specialist  
(Crisis Support)**

**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. 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 Southern Health NHS Foundation Trust. Following a successful pilot, this innovative service is expanding, and we are recruiting for additional members to join our team to help support even more people in our region. The Lighthouse offers face to face support at our Southampton centres 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 and volunteers.
- Supporting 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.
- Contributing to the ongoing development of the service and partnership.

**Reports To:** Crisis & Secondary Care Peer Support Service Manager

**Direct Reports:** Peer Specialists, Peer Support volunteers

**Key Relationships:** Service users, Lighthouse team staff, Solent Mind and Southern Health wider staff teams, local support providers

**Location:** Southampton

**Hours:** 37 Hours Per Week  
(working evenings on a rota basis, 4pm to Midnight shifts, with weekend/bank holiday working essential)  
(job share/part time also considered)

**Salary Range:** £23,057 To £24,830 Per Annum (SM PP 25-28)  
(plus enhancements for unsocial hours)

## **Main Responsibilities**

- 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 SHFT colleagues to monitor 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 Southern Health 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 complete and understand risk assessments and procedures as appropriate, and ensure that other staff follow process.
- Maintain appropriate records of attendance and progress.

## **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 Specialist (Crisis Support)

Requirement	Essential or Desirable
<p><b>Qualifications/Education/Training:</b></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>Essential</p>
<p><b>Experience:</b></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, in a paid or voluntary capacity.</p> <p>Experience of providing support and/or guidance to people with mental health issues.</p> <p>Experience of supporting people in crisis or severe emotional distress.</p> <p>Experiencing of supervising and supporting staff and/or volunteers.</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>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
<p><b>Service Delivery Knowledge/Skills/Competencies:</b></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>The ability to manage time and competing priorities and take responsibility for your own work and accountabilities.</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>

<b>Requirement</b>	<b>Essential or Desirable</b>
Good team working skills including listening, constructive feedback, respect and dignity and skill sharing.	Essential
Excellent communication and organisational skills including written and I.T., including use of Microsoft Office packages.	Essential
The ability to maintain and monitor accurate recording of attendance, progress and outcomes.	Essential
<p><b>Other:</b></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 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>

**Date job originated: October 2019**  
**Date job reviewed: April 2021**  
**Reviewing Manager: Clare Grant**



## **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:-

#### **SENIOR PEER SPECIALIST (CRISIS SUPPORT)**

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.