



**Job Title:** Peer Support Worker

**Salary:** Grade D

**Location:** Elm House

**Reporting to:** Service Manager

**Hours:** See Contract for full details

### **Job Summary:**

Alabaré, as a key partner within the Mental Health and Wellbeing Partnership (a collaboration of voluntary organisations including Second Step, Missing Link, and Nilaari), is seeking compassionate and dedicated Peer Support Workers to join our Crisis House provision.

The complimentary skills, knowledge, experience, and connections of the MHWP ensure the development and delivery of excellent, accessible, person-centred, and integrated mental health services tailored to the diverse needs of communities in Bath & North East Somerset (B&NES), Swindon, and Wiltshire (BSW). The values of the MHWP are: focusing on recovery, valuing equity & integrity, doing what works, sharing learning, and leading change and transformation.

As a Peer Support Worker, you will be an integral part of a supportive team, utilising your own lived experience of mental health challenges and recovery to offer hope, understanding, and build meaningful connections with our Guests. You will empower Guests to develop their skills and agency through collaborative care and safety planning.

This vital role involves working with individuals (Guests) experiencing a mental health crisis, providing short-term support (typically 7-10 days) within a comfortable, homely environment. Peer support workers deliver trauma-informed care, promote stability, and facilitate effective onward planning, thereby preventing unnecessary admissions to mental health inpatient settings.

### **Key Responsibilities:**

#### **Direct Support to Guests:**

- Establish and maintain a professional and engaging manner, demonstrating excellent communication skills.
- Deliver the highest possible standards of support to Guests in accordance with Alabaré's policies and procedures.

- Utilise your lived experience of recovery skilfully and tactfully to build trusting, safe relationships with Guests.
- Work with individuals to build trusting relationships and collaboratively develop and review person-centred support plans that focus on their goals and hopes, using evidence-based interventions.
- Work in an inclusive, equitable, culturally-sensitive way for all service users, challenging stigma and discrimination, advocating for the person if appropriate, and ensuring up-to-date community knowledge. This includes working with a range of needs, e.g., from young people to older people, LGBTQ+ service users, disabled people, and people with a range of backgrounds and ethnicities, aiming to foster a sense of belonging.
- Maintain hope and optimism for guests, holding high aspirations for peoples recovery.
- Use lived experience (where appropriate) to positively support the individual's recovery.
- Support Guests to attend routine health care appointments.
- Facilitate access to other service providers, agencies, or initiatives to support the achievement of recovery-based goals (e.g., benefits, housing, welfare rights, employment).
- Link Guests with relevant community resources and promote mental health awareness to counter exclusion.
- Support Guests in developing coping mechanisms and self-management strategies.

### **Operational Duties:**

- Assist with the responsibility for the Health & Safety of the building, yourself, co-workers, and Guests. This includes identifying and reporting risks, including Health & Safety concerns, and completing appropriate paperwork.
- Ensure GDPR compliance at all times when handling Guest information.
- Maintain accurate and up-to-date records of support provided in accordance with organisational guidelines.
- Attend and contribute in a positive and proactive way to daily handovers and Multi-Disciplinary Discussions.
- Professional Development and Wellbeing:

- Participate actively in regular supervision and appraisals with your manager, identifying personal development and training needs.
- Undertake required training to promote the development of skills and knowledge relevant to the role.
- Maintain self-awareness and reflect on your own mental health and recovery journey, role-modelling wellbeing, congruence, and personal growth.
- Engage with Alabaré's internal wellbeing at work processes as required, participating in open and honest discussions about your needs and wellbeing.

**Other Duties:**

- To foster the Mission, Vision, Values and Christian ethos of Alabaré in a responsible and positive way on all occasions.
- Work towards the outcomes outlined in the Charity's Strategy for Growth and Resilience 2025-30.
- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.
- To adhere to the list of general duties contained within the staff handbook.
- To be committed to safeguarding children and young people and vulnerable adults in line with Alabaré, Local Children's Safeguarding Board and Adult Care guidelines.

The purpose of this job description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.

The job role as described will be reviewed from time to time and where necessary be amended. This Job Description also forms the basis at the annual discussion of the Charity's Appraisal Programme.

Name.....

Signed .....

Date.....

## Person Specification

### Experience

Personal experience and understanding of living with and managing mental health issues or supporting someone in emotional distress, including understanding the barriers to meaningful living.

Experience of working with people with mental health problems in a paid or voluntary capacity.

Knowledge and Understanding: A strong understanding of the needs of people experiencing mental health problems.

Broad knowledge and awareness of current mental health practice and trauma-informed approaches.

Understanding of substance misuse and self-harm.

Awareness of the principles of recovery and co-production in mental health services.

Understanding of and commitment to Equal Opportunities and the Equalities Act and working in an inclusive and equitable way.

Up-to-date community knowledge relevant to supporting individuals in mental health crisis.

### Skills and

### Abilities

Ability to work in a strengths-based way, empowering service users, building resilience and managing difficult situations.

Skilful in building and managing positive and professional relationships with Guests and colleagues.

Ability to remain calm and think clearly in challenging or crisis situations.

Ability to work effectively in partnership with other professionals and agencies.

Good communication skills, both oral and written, including the ability to document information clearly and concisely.

Ability to manage and prioritise own workload effectively.

Information Technology skills, including proficiency in Windows-based word processing and email.

### Personal

Ability to work effectively as part of a team.

**Attributes**

Strong commitment to service user and carer involvement and co-production in the delivery of services.

Demonstrates empathy, compassion, and a genuine desire to support individuals in their recovery journey.

Commitment to maintaining confidentiality and professional boundaries.

Self-aware and reflective with a commitment to personal and professional development.

Ability to uphold the Mental Health and Wellbeing Partnership values of focusing on recovery, valuing equity & integrity, doing what works, sharing learning, and leading change and transformation.

**Desirable Requirements:**

**Experience**

Specific experience of working within a crisis house or similar short-term support setting.

Experience of facilitating groups or peer support initiatives.

Experience of working with individuals with complex needs.

**Knowledge and Understanding**

Knowledge of relevant legislation and local resources related to mental health, housing and welfare.

Understanding of different therapeutic approaches.

**Skills and Abilities**

Experience in developing and delivering basic skills-based workshops or activities.

Ability to advocate effectively on behalf of service users.

Basic first aid skills.

Other Requirements:

Willingness to work flexibly, which may include evenings, weekends, and bank holidays (if applicable to the shift pattern).

Commitment to upholding Alabaré's safeguarding policies and procedures.