

JOB DESCRIPTION

JOB DETAILS

Job title:	Peer Support Worker and Lived Experience Workforce Lead
Job code:	GHC1464
Band:	7
Location:	TBC
Accountable to:	For line management – Head of Psychological Services For professional issues – Head of Psychological Services

JOB PURPOSE

To lead and be responsible for the strategic development and professional oversight of the lived experience workforce in GHC

To lead, supervise and support Peer Support Workers and Lived Experience Practitioners across GHC.

To work closely with Operational Managers and Clinical Leads to identify opportunities for lived experience roles and give support in role design and recruitment

To encourage, inspire, motivate and assist people who have multiple and complex needs to access Gloucestershire Health and Care NHS Foundation Trust services.

To be a champion for co-production across the Trust to create services shaped by the people who use them and to support Peer Support Workers and Lived Experience Practitioners to contribute effectively to partnership working.

To build links and work closely with external agencies and voluntary care sector partners to promote a collaborative approach to partnership working to successfully meet the needs of the people accessing the services we provide.

DIMENSIONS

Peer Support Workers and Lived Experience Practitioners work alongside clinical colleagues and assist in carrying out comprehensive and holistic assessments, developing packages of care and support to promote the person's ability to engage with appropriate services, and support people to become the experts in their own recovery journeys to achieve their personal goals.

The role of a Peer Support Worker / Lived Experience Practitioner has been developed specifically for people who have lived experience of mental distress and/or long-term physical health conditions. Peer Support Workers / Lived Experience Practitioners are able to use their experiences to offer empathy and understanding to others, inspiring hope and recovery. They also help people who use services to understand and navigate the complex the systems of care available and access appropriate support.

The Peer Support Worker and Lived Experience Workforce Lead will provide strategic direction, governance oversight and developmental support to the lived experience workforce across GHC

The Lead will also be a key stakeholder within Gloucestershire's Health and Wellbeing College, supporting and influencing the development of the role of Peer Support Workers / Lived Experience Practitioners within the college.

CORE KEY RESPONSIBILITIES

Organisational - service development and improvement

- To lead the strategic development of a high quality, responsive and accessible lived experience workforce across the Trust in both mental and physical health services.
- To work closely with Operational / Team Managers and wider stakeholders to identify gaps in provision and highlight where lived experience roles are needed across services.
- To scope and identify education and training requirements for Peer Support workers and Lived Experience Practitioners and also clinical colleagues in teams.
- To lead the ongoing development and roll out of bespoke training packages for Peer Support Workers, Lived Experience Practitioners, team managers, clinical and non-clinical colleagues.
- To facilitate and support the recruitment of Peer Support Workers and Lived Experience Practitioners, working closely with relevant colleagues and partners to promote the principles and practice of peer and lived experience roles within the organisation.
- To support Peer Support Workers and Lived Experience Practitioners to share their personal experiences of recovery, build connections and provide expertise and guidance.
- To support Peer Support Workers and Lived Experience Practitioners to empower all people accessing our services to identify their own personal recovery pathways and ways in which they can achieve their own goals.
- To monitor and evaluate the quality and impact of the Lived experience workforce by implementing a system for gathering information about service activity and outcomes, safety, effectiveness and service user experience.

- To contribute lived experience knowledge and expertise to the organisation to support the development peer led services, influence proposed service/policy developments and provide other consultancy activity.
- To work with colleagues to embed lived experience perspectives in existing policies and procedures and create peer-specific policies and guidance where needed.
- To actively participate in national peer support meetings and initiatives.
- To ensure the principles of peer support are understood and integrated into teams and clinical practice through effective collaboration with colleagues, training and role-modelling.
- To be an ambassador in the Trust for service user representation and participation by promoting and educating colleagues about co-production, engagement, recovery and wellbeing.
- To liaise and work collaboratively with local voluntary sector and community organisations, wider partners and other stakeholder to develop a coherent approach to lived experience across the health and social care system.
- To co-create and co-deliver training to a wide variety of people and partners.
- To work within defined departmental and national policies and protocols in line with the standards of professional conduct expected of this role (as set out in Health Education England's Peer Support Worker Competency Framework).

Organisational - Workforce

- In line with Trust guidance, to maintain oversight of the practice and performance of Peer Support Workers and Lived Experience Practitioners and ensure provision of regular supervision, training and appraisal for the Lived experience workforce.
- To provide day to day support and supervision to ensure effective service delivery based on the Peer Support Worker Competency Framework
- To work closely with Operational / Team Managers to ensure clinical teams are fully prepared to receive and embed Peer Support Workers and Lived Experience Practitioners into the team.
- To ensure that new Peer Support Workers and Lived Experience Practitioners have appropriate induction related to the function and operations of the service.
- To provide recovery oriented clinical and coaching expertise to Peer Support Workers and Lived Experience Practitioners and to ensure all Peer Support Worker/ Lived Experience Practitioner receive appropriate supervision and CPD.

- To provide direct support to Peer Support Workers and Lived Experience Practitioners by attending joint visits/Multi-Disciplinary Team meetings with clients with more complex, risky or urgent issues.
- To co-ordinate the training and education of Peer Support Workers, Lived Experience Practitioners, and other staff as appropriate.
- To work collaboratively with Trust colleagues to establish robust training and development pathways to facilitate career progression for the lived experience workforce.
- To work with team leads to ensure Peer Support Workers and Lived Experience Practitioners have the correct resources to undertake their roles.
- To lead the dissemination and sharing of information and skills with staff, students and volunteers.

Direct work with people using the service

- To provide peer support to a small caseload of service users with highly complex needs and co-morbidities. In this role they will:
 - Assist people to identify their strengths, personal interests, needs and aspirations, and support them to work towards their identified goals, encouraging social inclusion.
 - Assist in identifying early signs of relapse by monitoring individual's progress, level of functioning and mental state, and alert the appropriate clinical staff involved in the individual's care. Support and educate other Peer Support Workers and Lived Experience Practitioners to do the same.
 - Offer support and advice to carers where appropriate, to enable them to help the person accessing services develop independence and dignity.
 - Demonstrate experience and knowledge of a wide range of opportunities in an allocated life domain.
 - Demonstrate professional practice at all times.
 - Uphold appropriate, transparent boundaries, remain non-judgemental and promote equal opportunities and anti-discriminatory practice at all times.
 - Assist in delivering a high standard of support and care to individual's and their Carers, promoting their equality, dignity and mental well-being.
 - Attend own regular supervision with relevant line manager and designated practice supervisor.

Responsibility for Financial and Physical Resources

- To be responsible for the security, care and maintenance of equipment, ensuring standards of infection control and safety are maintained.
- To maintain knowledge of safe equipment usage and local resources
- To maintain and clean equipment in accordance with Trust policies on infection control, health and safety and local equipment protocols

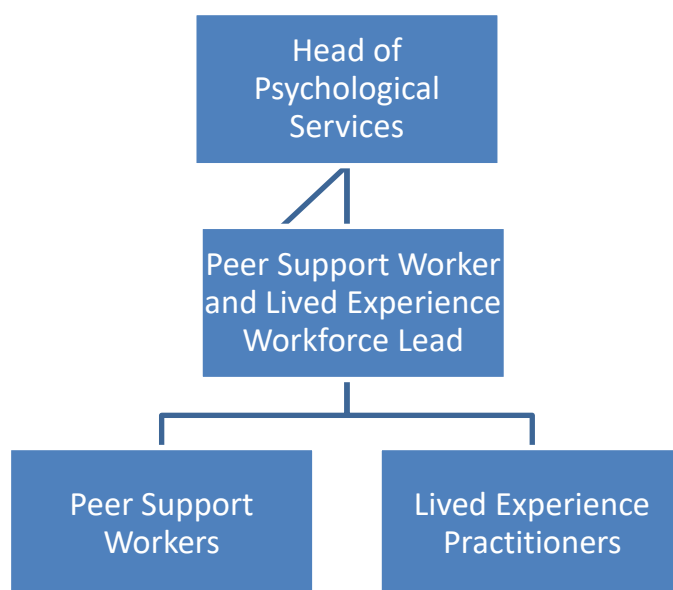
Responsibility for Information

- To ensure that own/others clinical records and activity data are maintained in accordance with local and Trust standards.
- To input data as requested.
- To securely store supervision records and personal files.
- To report back any key findings and themes relevant to operational / team managers.

Research and Development

- Incorporate positive practice into all day to day activities.
- To participate in service audit and evaluation activities

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

Relationships

Internal: Peer Support Workers and Lived Experience Practitioners, people accessing Gloucestershire Health and Care NHS Foundation Trust, loved ones and carers, support services staff, secondary and primary care services, Gloucestershire Health and Wellbeing College colleagues, clinical teams and colleagues.

External: ICB, General Practitioners, Department of Social Security, Statutory and Voluntary Sector Partners, Criminal Justice Agencies, Specialist Commissioners, Non-Governmental Organisations, Students.

Communication

- To explain, educate and promote the role of the Peer Support Workers and Lived Experience Practitioners.
- To be a consistent role model and to advocate for recovery principles at all times through regular communication with colleagues across the organisation and external partners.
- To support Peer Support Workers and Lived Experience Practitioners to establish therapeutic relationships with people accessing services whilst maintaining appropriate transparent boundaries and communicating in a manner which respects views, aspirations, autonomy and cultural values.
- To proactively enable therapeutic relationships and to demonstrate an ability to share personal experiences of recovery in a positive way, upholding the safety of both the individual and the post holder.
- To liaise closely with clinicians and to give feedback as appropriate.
- To provide support to multiple teams, recognising their own experiences and to contribute towards future roles and changes within teams and the wider organisation going forward.
- To participate in meetings/reviews.
- To work closely with external agencies to provide collaborative and seamless support, encouraging people to engage with community services.
- To provide supportive and constructive feedback and supervision to Peer Support Workers and Lived Experience Practitioners.
- To educate Peer Support Workers and Lived Experience Practitioners on boundaries and appropriate sharing of personal experiences and to support ongoing reflection via supervision both on a 1:1 basis and in groups.
- To maintain a flexible approach to encourage positive, inclusive relationships
- To communicate personal and wellbeing needs to the team manager, to access personal support when required, and to support others to do the same.
- To access support where needed to protect their own mental health and wellbeing.
- To be willing to reflect on working practice and personal recovery and to be open to constructive feedback.

EFFORT AND HEALTH & SAFETY FACTORS

Mental Effort

- To re-assess workload and priorities of tasks on presenting demands and changes in people's/service's needs.
- There is occasional requirement for prolonged concentration (eg when working on policy/strategic documents). Sustained concentration is required for activities including work with service users, organisational meetings, provision of supervision.
- To be able to work in a pressurised environment which can sometimes be emotionally charged or hostile and where there may be constraints on the engagement, motivation

and co-operation, tolerance and understanding of the individual involved in services and their families.

- There is a frequent requirement to respond urgently to the complex needs of people accessing services and an expectation to offer support to colleagues.
- To be flexible in ability and willingness to work in a variety of settings.
- To maintain self-care and resilience to compensate for regularly drawing upon personal lived experience.

Emotional Effort

- Bringing personal experiences to the role and sharing these with others may be emotionally demanding. Supporting others to do likewise requires sustained emotional effort.
- To be able to share personal experiences in a supportive, emotionally safe way and supporting / teaching others to do the same requires sustained emotional effort.
- Working with people accessing services brings the potential for high expressed emotion and distressed states.
- Providing direct supervision to Peer Support Workers and Lived Experience Practitioners who are working with people accessing services requires emotional effort. The work required may be emotionally demanding or disturbing.
- The post holder is likely to be exposed to highly distressing or highly emotional situations on a frequent basis. They may occasionally witness or have to respond to highly distressing and challenging incidents of violence or self-harm.
- When working within multidisciplinary settings the post holder may encounter, and be required to address challenging team dynamics and conflicting personal perspectives.
- Responding to distressed staff in addition to distressed people accessing our services and their carers requires emotional effort and resilience.

MOST CHALLENGING PART OF THE JOB

Working Conditions

The postholder will be required to:

- Comply with Trust policy in relation to infection control, which includes hazardous waste, hand washing and disposal of sharps.
- Work in an agile manner in response to the needs of the service.
- Travel across a large geographical area.

The postholder may be:

- Exposed to verbal and physical aggression and expected to quickly risk assess and potentially support a person distressed in this way if deemed appropriate.
- Exposed to unpleasant working conditions i.e. aggression, bodily fluids,

Physical Skills

- The post holder is expected to be skilled in the use of a keyboard for producing electronically formatted documents.

- Required to complete all statutory and mandatory training required for the role.
- Required to travel between bases, across the county.
- The post holder will be required to use methods of agile working.
- Required to deliver training online and face to face across a wide geographical location and to diverse learners.

OTHER DUTIES

- The post holder will be required to use a computer, either a stand-alone device or as part of a networked system, and will be responsible for the quality of information provided. The amount of time spent on this type of work will depend on the delegated task.
- The Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.
- The post holder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and personal objectives set.
- The postholder will undertake all mandatory and statutory training as required by Trust policy.
- The Trust has a No Smoking Policy that prohibits any smoking whilst at work.
- The postholder will adhere to the Trust's Health and Safety Policies and instructions and be responsible for their own and others health and safety in the work place.
- The postholder is expected to contribute to the creation of a working environment where everyone feels respected, valued and treated with dignity.

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work-related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore, all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high-quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Physical Intervention Descriptors

Working Well Pre-employment Assessment

Breakaway – Practical training in Breakaway techniques is intended to enable staff to reduce the likelihood, and risk of personal injury due to aggressive verbal or physical behaviour of others by providing evasion and self-protection strategies (**clinical and non-clinical**). Training involves a degree of physical exertion; trainees are required to stand for the duration of the practical training session and to make controlled body movements. This will include the ability to adopt a stable body position to prevent being pulled or pushed off balance, be able to shift body weight rapidly, and to achieve some limited rotation of the torso.

PERSON SPECIFICATION

Job title: Peer Support Worker and Lived Experience Workforce Lead

Job code: GHC1464

Band: 7

Location: TBC

Accountable to: For line management – Head of Psychological Services
For professional issues – Head of Psychological Services

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Educated to degree level plus further specialist knowledge or experience to masters level equivalent.	Essential	Application form & interview
Formal Peer Support Accredited training	Essential	Application form & interview
Completion of PSW work competencies as defined by ImROC	Essential	Application form & interview
Award in education and training or willingness to work towards	Essential	Application form & interview
Peer Support Worker Supervisor Training or willingness to complete	Essential	Application form & interview
Care Certificate	Desirable	Application form & interview
Evidence of further training in relation to personal recovery principles.	Desirable	Application form & interview
Supervision, mentoring, mediation or coaching qualification(s)	Desirable	Application form & interview

LENGTH AND / OR NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Lived experience as a service user of mental health challenges and/or chronic physical health difficulties.	Essential	Application and interview
Experience of working with individuals with multiple and complex needs in a Peer Support Worker role	Essential	Application and interview

Experience of autonomous working and ability to work unsupervised in a range of settings	Essential	Application and interview
Experience of using knowledge, skills and experience to provide a programme of activity to engage and support people accessing services to participate in activity.	Essential	Application and interview
Experience of managing a team and/or leading others and mediating conflict.	Essential	Application and interview
Training experience and experience of sharing self to support others in a training environment	Essential	Application and interview
Experience of facilitating focus groups, meetings and workshops.	Essential	Application and interview
Experience of co-designing courses for groups and individuals drawing on own lived mental health experience	Essential	Application and interview
Intermediate skills in Microsoft Office, especially PowerPoint	Essential	Application and interview
Health/safety awareness	Essential	Application and interview
Experience of working in the field of mental health and/or learning disabilities and/or physical health	Desirable	Application and interview
Experience of developing and implementing strategic plans	Desirable	Application and interview
Experience of the use of co-production processes in designing services and implementing change.	Desirable	Application and interview
Experience of clinical risk assessment and safety planning	Desirable	Application and interview

PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Experience of delivering recovery focussed training/presentations	Essential	Assessment and Interview
Evidence of continuing professional development.	Essential	Assessment and Interview
Understanding of diversity issues and how these impact on people who use services and the lived experience workforce.	Essential	Assessment and Interview
Knowledge of legislation affecting service delivery (e.g. Mental Health Act, Mental Capacity Act, Safeguarding etc)	Desirable	Assessment and Interview

PERSONAL SKILLS ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
For any MH/LD Roles ONLY Ability to undertake all statutory and mandatory training including Breakaway (subject to Occupational Health clearance)	Essential	Interview.
Demonstrable high level communication skills (listening, verbal and written) including the ability to author reports and business cases	Essential	Application and interview
Good interpersonal skills and experience of building relationships and working with a wide variety of people in different contexts	Essential	Application and interview
Ability to engage and motivate people accessing services	Essential	Application and interview
Ability to develop and maintain sound working relationships with colleagues and work as part of a team	Essential	Application and interview
Ability to make clear, logical, persuasive and considered arguments	Essential	Application and interview
Able to reflect on the personal experience of using services, treatment and recovery	Essential	Application and interview
Ability to acknowledge and explain diversity and promote anti-discriminatory practice/equal opportunities	Essential	Application and interview

Ability to challenge stigma, prejudice, and discrimination and an ability to support others to do the same	Essential	Application and interview
Ability to forge good working relationships with a variety of external agencies	Essential	Application and interview
An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour	Essential	Application and interview
An ability to act calmly in emergencies and to respond in a professional manner to stressful and challenging behaviour	Essential	Application and interview
Ability to manage own workload, prioritise, delegate as appropriate, problem solve and seek creative solutions.	Essential	Application and interview

OTHER REQUIREMENTS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Able to drive		Application
Access to a vehicle in order to travel between Trust sites and services		Application