**Post: Peer Support Worker**

**Hours: 37.5**

**Responsible to: Service Manager**

As a Peer Support Worker, you will be an integral part of a supportive team, using your lived experience of mental health challenges and recovery to offer hope, understanding, and meaningful connections to individuals in crisis. You will empower Guests through collaborative care planning, practical support, and trauma-informed interventions, fostering stability, recovery, and long-term wellbeing.

This role involves providing short-term, high-quality crisis support (typically 7–10 days) within a comfortable, homely environment, working proactively to prevent unnecessary mental health inpatient admissions.

**Job Purpose:**

* To assist in the delivery of a safe and calm environment for women who are struggling to cope with their mental health, avoiding the need for emergency care.
* To contribute to the overall aims and objectives of the Crisis House and facilitate women’s mental health recovery.
* To provide the highest possible standard of practical and emotional support to service users in accordance with the policies and procedures of Missing Link, and the aims of the crisis house in promoting and supporting choice, independence and self-determination.
* Champion recovery orientated and psychologically informed practice.
* Champion client empowerment and involvement by ensuring our services:
* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in strength-based and solution-focused ways with clients;
* Use service user feedback and involvement to improve our services.

**Key Responsibilities:**

**Direct Support to Guests**

* Build trust and rapport by utilising personal lived experience to provide emotional and practical support.
* Deliver person-centred support, collaboratively developing and reviewing care plans focused on recovery and personal goals.
* Work inclusively and equitably with all service users, ensuring cultural sensitivity, challenging stigma, and advocating where needed.
* Monitor mental health, ensuring timely intervention, engaging with multi-disciplinary teams, and offering harm-minimisation support.
* Assist in crisis management, responding to emergency situations with calm, professional intervention.
* Promote coping mechanisms and self-management strategies that encourage independence and resilience.
* Facilitate access to external services, including healthcare, welfare support, benefits, housing, and employment resources.
* Support attendance at routine healthcare appointments and establish links with community resources.

**Equality, Accessibility & Collaborative Leadership:**

* Work closely with the Service Manager, Team Leader, and Head of Missing Link to ensure service access aligns with the Equalities Act, promoting an inclusive and equitable environment for all individuals.
* Champion a culturally-sensitive approach, ensuring support is inclusive, equitable, and responsive to diverse needs, including young people, older people, LGBTQ+ service users, disabled individuals, and people from various backgrounds and ethnicities.
* Challenge stigma and discrimination, fostering a sense of belonging and advocating for service users where appropriate.
* Stay informed on community resources, policies, and best practices, ensuring service users receive relevant support tailored to their needs.
* Engage proactively with leadership, contributing to service improvements, policy compliance, and decision-making to enhance guest experiences.
* Facilitate effective communication and collaboration within the team, ensuring consistency in person-centred support.

**Compliance, Safeguarding & Best Practices:**

* Ensure Missing Link and Alabaré’s Health and Safety policies and procedures are followed, maintaining a secure and compliant service environment.
* Ensure the service aligns with relevant codes of practice, legal requirements, and safeguarding policies, providing high-quality care and protection for all service users.
* Be committed to safeguarding children, young people, and vulnerable adults, adhering to Missing Link policies and procedures, Local Children’s Safeguarding Boards, and Adult Care guidelines.
* Ensure GDPR compliance at all times when handling Guest information, maintaining confidentiality and data protection best practices.
* Stay informed on policies, regulations, and industry standards, assisting with their implementation in daily practice.
* Work collaboratively with leadership to uphold compliance, contributing to audits, reviews, and service improvements.

**Operational Duties:**

* Ensure accurate record-keeping, maintaining confidentiality and GDPR compliance.
* Contribute to team discussions, attending daily handovers and Multi-Disciplinary Meetings.
* Promote a safe and welcoming environment, ensuring all health & safety procedures are followed.
* Assist in maintaining the Crisis House, ensuring a clean and homely setting for all residents.
* Encourage service user involvement in house meetings and community activities.
* Undertake any other reasonable duties as required within the role, supporting the evolving needs of the service.
* Adhere to the list of general duties contained within the staff handbook, ensuring compliance with organisational policies and procedures.

**Professional Development & Wellbeing:**

* Maintain own learning, staying up to date with current legislation, national guidance, and best practice principles to ensure the highest standard of care and support.
* Meet regularly with your manager for supervision and support, engaging in reflective discussions to enhance professional growth.
* Undertake Reflective Practice in line with PAT principles, continuously evaluating personal and professional development.
* Engage in training opportunities, ensuring skills and knowledge remain relevant to the evolving needs of service users.
* Maintain self-awareness, reflecting on personal mental health and recovery journey while role-modelling wellbeing.
* Engage with Missing Link’s internal wellbeing at work processes as required, participating in open and honest discussions about personal needs and wellbeing.

**Professional Conduct & Representation:**

* Uphold the values and good name of Missing Link, ensuring all actions reflect the organisation’s philosophy and ethos.
* Represent Missing Link professionally and consistently, adhering to the Code of Conduct at all times.
* Maintain ethical and respectful interactions with service users, colleagues, and external partners.
* Promote a positive image of the organisation, contributing to a culture of excellence, compassion, and inclusivity.

**This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.**

**Missing Link is a progressive employer and offers a pension scheme, up to 30 days annual leave (depending on length of service) and 3 extra holidays including International Women’s Day in lieu. We have a commitment to training and development.**

**Missing Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment.**

**Missing Link is committed to Equal Opportunities.**

**Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement.)**