A blue and yellow logo

AI-generated content may be incorrect.

**TOUCHSTONE**

**PERSON SPECIFICATION – SELECTION CRITERIA**

**Peer Support Worker (Female Only) – EMERGE Leeds: Complex Emotional Needs Service**

|  | ESSENTIAL CRITERIA |  | DESIRABLE CRITERIA | **METHOD OF ASSESSMENT** |
| --- | --- | --- | --- | --- |
| **SKILLS** | * Strong communication skills; verbal and written * Case management maintenance * Ability to provide emotional and practical support. * Good interpersonal skills, including listening and empathy. * Prioritise own workload, including agreeing and meeting targets/priorities. * Basic IT skills (typing and email). * Support and empower vulnerable people and other volunteers. * Successfully work alongside other agencies and organisations in a professional manner. * Effectively build rapport and interact sensitively with team members, volunteers, service users, members of the public and representatives from other organisations. | Application  Test  Interview | * Good level of ICT skills, e.g., Microsoft Office, (Word, Excel, Outlook, PowerPoint). * Able to prioritise work, meet deadlines and negotiate timescales. * Effective organisational skills. | Application  Test  Interview |
| **EXPERIENCE** | * Lived experience of emotional distress/ mental health difficulties * Working with people experiencing mental health difficulties and challenging behaviour. * Experience of working one to one, or community based work with client’s with mental health difficulties * Experience of working or being in a supportive and enabling role | Application  Test  Interview | * Lived experience of using Mental Health NHS Trust services or equivalent secondary mental health care and able to reflect on own personal experience of recovery that has followed this. * Experience of using a range of self-management or recovery tools and techniques * Experience of working with people with a diagnosis of “personality disorder” | Application  Test  Interview |
| **KNOWLEDGE/ UNDERSTANDING** | * Knowledge of mental health issues and its effects on individuals’ functioning. * Understanding of current issues and concerns of mental health for service users, * Understanding of own recovery and ability to use a range of coping strategies. * Confidently recognise discrimination in its many forms and willing to put into practice Touchstone’s Equality Policies | Application  Test  Interview | * Understanding of community resources available locally * Emotional resilience in challenging situations. * Knowledge of social inclusion and co-production. | Interview |
| **ATTITUDES AND DISPOSITION** | * Passionate about supporting people in an empowering way * Commitment to Touchstone aims and values and the purpose of the project * Commitment to respecting diversity, anti-discriminatory/anti-oppressive practices and equal opportunities * Commitment to personal development, learning and reflective practice. * Demonstrate a commitment and enthusiasm for working with our service user group * Commitment to the principles of coproduction and supporting others to deliver according to these principles. Able to build and maintain relationships whilst maintaining appropriate professional boundaries  1. A commitment to working in partnership with service users and services. 2. Can work on own initiative and under general guidance. 3. Open to feedback and willingness to be managed and supervised. 4. Commitment to team working. 5. Open to change/working flexibly in line with the needs of the service/organisation. 6. Ability to manage emotion in challenging situations. | Application  Test  Interview | * Self-motivated and Confident | Interview |
| **QUALIFICATIONS** |  |  | * Mental Health Qualification * GCSE English or experience to this standard * A relevant IT qualification, e.g., ECDL or ability to produce work to that standard. * Peer Support or Mentoring qualification | Application |
| **EQUAL OPPORTUNITIES** | * Be able to recognise discrimination in its many forms and be willing to put into practice Touchstone Equality Policies. * Be sensitive to the needs of disadvantaged groups in the planning and delivery of services. * A commitment to provide high quality services to the diverse communities of Leeds. |  |  | Application  Interview |