## TOUCHSTONE

**JOB DESCRIPTION**

**Leeds Mental Wellbeing Service – Peer Support Worker**

Grade: NJC Scale Points 7 – 11 starting at £25,584 pa/pro rata

Hours: 28 hours per week

Responsible to: LMWS Peer Support Coordinator

Employing body: Board of Touchstone Leeds

Locations: Leeds

# PURPOSE OF THE JOB

Touchstone is part of the Primary Care Mental Health Service (PCMHS) for Leeds and the Leeds Mental Wellbeing Service (LMWS). We deliver an integrated service to offer primary care based mental health support for people with mild to moderate common mental health problems. Together, our partnership help thousands of people in Leeds to increase their resilience and live their best lives within their community.

The service comprises:



### ROLE DESCRIPTION

1. Work alongside volunteers to deliver peer support to clients facing additional barriers in accessing the Leeds Mental Wellbeing Service (LMWS).
2. Develop skills in working with service users with a variety of social, physical and mental health support needs.
3. Build a relationship of trust with service users and understand the importance of empowering them.
4. Assist service users to enable them to achieve their personalised support outcomes.
5. Work in a person centred accessible and inclusive way.
6. Work as part of a multi-disciplinary team to deliver a high standard of support to our service users.
7. Be prepared to share own experiences and role model recovery.
8. Identify barriers and gaps in services, state how they could be improved and identify good practice.
9. Identify and attend appropriate training and development opportunities as required.
10. Work in partnership with the Peer and Volunteer Development Worker and Peer Support Coordinator to access personal support each week in order to improve own self-confidence to do the job and manage personal wellbeing.

**KEY RESPONSIBILITES**

1. To share your own lived experiences of mental health difficulties with clients accessing LMWS.
2. To support volunteers to work with clients on a 1-2-1 basis, by communicating best practice for delivering peer support.
3. To share your knowledge of providing peer support to volunteers, to improve their understanding and skills.
4. To develop and maintain positive and professional relationships with service users, and volunteers.
5. To provide emotional and practical support and advice to enable clients to improve their quality of life, develop their skills and make decisions about their future.
6. To encourage and motivate clients to engage with appropriate services.
7. To work alongside all staff in the LMWS to assess service user’s needs, and implement individual Signs of Safety plans.
8. To accompany service users to other projects and external appointments.
9. To encourage and support service users to participate in meaningful activities.
10. To respond appropriately to all service user needs to safeguard the wellbeing of all service users and staff.
11. To maintain accurate records of work undertaken by yourself, or volunteers, with service users around their support, and any other records as required by the Peer Support Coordinator.
12. To attend and participate in team meetings and other team events.
13. To liaise with external agencies as required.
14. To work to actively combat mental health inequalities, applying your knowledge of the social determinants of mental health in Leeds, and how some communities are at greater risk of poorer mental health.

# GENERAL

1. To provide information and advice about Touchstone’s services to managers, teams, and other people/agencies with an interest in the organisation's work.
2. To undertake out of hours work as required by the service.
3. To be inducted, supervised, performance managed and appraised in line with the organisation’s performance management policies and procedures.
4. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
5. To be aware of and implement the general practices of LMWS Partnership / Touchstone’s Health, Safety and Security policies and ensure these are adhered to at all times, and keep Managers informed about any serious and untoward incidents, safeguarding issues, health & safety concerns, financial issues and staff welfare.
6. To operate within the aims, policies and practices of LMWS Partnership / Touchstone at all times and to be committed to and promote the organisation’s equal opportunities and anti-discriminatory policies.
7. To ensure information is dealt with in accordance with LMWS Partnership / Touchstone’s policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
8. To undertake any other duties as directed by the Peer Support Coordinator, in line with the responsibilities of this post.
9. To visit relevant external agencies who work with LMWS.
10. To attend regular support sessions, reflective practice, supervision and performance reviews with the Peer Support Coordinator, in line with the organisations performance management policies and procedures.
11. To work at all times as part of a team. This includes working with other staff, attending team and staff meetings and developing a teamwork approach to all aspects of the organisation’s work.
12. To be able to travel across Leeds to meet clients in community settings
13. To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met.
14. To keep the Peer Support Coordinator Worker informed about any serious and untoward incidents, safeguarding, health and safety, and/or financial issues.
15. To undertake any other duties as directed by your Line Manager that may reasonably fall within the scope of the post.

January 2025