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**TOUCHSTONE**

**JOB DESCRIPTION**

**LIAISON AND DIVERSION PEER SUPPORT WORKER**

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

Hours: 18.5 hours per week

Responsible to: Liaison and Diversion Peer and Volunteer Coordinator

Employing Body: Touchstone – Board of Trustees

Location: Primarily based at Dewsbury Business Centre, the post holder will be required to support clients across West Yorkshire

**This role is fixed term up to 31st March 2026.**

**BACKGROUND**

The Liaison and Diversion Service supports people with identified health needs who come into contact with the Criminal Justice system. These identified health needs include mental health issues, learning difficulties and disabilities, homelessness, substance or alcohol use, or any other vulnerability that is having a negative impact on a person’s life. Clients access the support of the Liaison and Diversion Service on a voluntary basis, it is up to them if they want to engage with us.

Working as a Peer Support Worker you will have an opportunity to gain experience of working as a Touchstone member of staff to support the work of the Liaison and Diversion Service. Touchstone is a very highly regarded service provider, which puts lived experience at its centre.

Peer Support Worker posts are open to people who have lived experience of the criminal justice system, or any of the identified health needs listed above**,** together withexperience of accessing services to support them with their identified health needs.

**PURPOSE OF THE ROLE**

Supported by other members of the Liaison and Diversion Service the Peer Support Worker will provide emotional and practical support to service users across West Yorkshire, act as an advocate, and may also assist in recruiting and overseeing volunteers. The Peer Support Worker will build relationships of trust with service users, understanding the importance of empowering them through sharing own experience of recovery and working in a holistic way to help them develop and achieve their personalised support goals.

Peer Support Workers are provided with training to enable them to carry out the key responsibilities of the role.

**KEY RESPONSIBILITIES**

1. To develop and maintain positive and professional relationships with service users as a peer, appropriately sharing own experiences of recovery to empower service users
2. To provide emotional and practical support and advice to enable service users to improve their quality of life, develop their skills and make decisions about their future
3. To support the service and service users to engage in improving the service by engaging service users in coproduced areas of work including promoting attending co-production network groups, participating in planning and decision-making processes
4. Respond to the needs of service users with sensitivity with regards to their age, culture, race, gender, ethnicity, social class or disability, modifying behaviour to optimise the helping relationship
5. To work alongside Liaison and Diversion Support Time Recovery Workers and Mental Health Practitioners to encourage, motivate and support service users to engage with appropriate services. Accompany service users to attend external appointments and support networks
6. To share information regarding support networks and community groups with service users and support their engagement and participation in meaningful activities
7. To support the development and improvement of the service by sharing knowledge and experience of recovery with colleagues.
8. To respond appropriately to all service user needs to safeguard the wellbeing of all service users and staff.
9. To maintain accurate records of work undertaken with service users around their support, and any other records as required by the Peer and Volunteer Coordinator.
10. To attend and participate in training events, team meetings and other team events.
11. To liaise with external agencies as required.
12. To support service development, such as promoting service user involvement and helping Liaison & Diversion to centre Lived Experience in all aspects of its work

**GENERAL**

1. To be able to work flexibly across all sites within West Yorkshire
2. To attend and complete a full induction programme consisting of: development and wellbeing planning, goal setting, shadowing, and an introductory peer support training course.
3. To be responsible for personal learning and development and undertake appropriate training, both mandatory and optional to increase knowledge, skills and awareness.
4. To visit relevant external agencies who work with Liaison and Diversion.
5. To attend and participate in regular support sessions, reflective practice, and supervision with the Peer and Volunteer Coordinator, in line with the organisations performance management policies and procedures.
6. To work 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.
7. To be flexible in the approach to hours of work including evening and weekend work as required by the service.
8. To be aware of and employ the general practices of the Liaison and Diversion Service and Touchstone regarding safeguarding, and health and safety policies and ensure these are adhered to at all times.
9. To operate within the aims, policies and practices of the Liaison and Diversion Service and Touchstone at all times and to be committed to and promote the organisations equal opportunities and anti-discriminatory policies.
10. To ensure information and information sharing is dealt with in accordance with the Liaison and Diversion Service and Touchstone policies around data protection, confidentiality, communications, internet, e-mail and telecommunications, and steps are taken to ensure that confidential information is secure e.g. service user data.
11. To keep the Peer and Volunteer Coordinator Worker informed about any serious and untoward incidents, safeguarding, health and safety, and/or financial issues.
12. To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met.
13. To undertake any other duties as directed by the Peer and Volunteer Coordinator in line with the responsibilities of the post.

January 2025