

**TOUCHSTONE**

**JOB DESCRIPTION**

**Inpatient Discharge Peer Support Worker**

Grade: Touchstone Pay Structure (2024) points\* 07 – 11, starting at £25,839.84 pa/pro rata

Hours: x1 37 hours per week

x1 18.5 hours per week

Responsible to: Touchstone Peer Support Senior Worker

Employing Body: Touchstone – Board of Trustees

Location: The Becklin and Newsam Centres, Leeds

\*Any increase in pay point(s) will be reviewed on annual basis based on the financial position of Touchstone and will only be awarded on this basis. Your pay/pay point will not automatically increase.

**This role is fixed term for up to 30 June 2028, with the possibility of an extension.**

**Occasional weekend work will be required.**

**BACKGROUND**

The Discharge Support Service provides practical support to people who are leaving hospital inpatient care. It identifies barriers to discharge, such as access to safe, furnished and clean accommodation, and liaises with a wide range of partners to overcome them. It works to reduce the likelihood of re-admission to inpatient care.

The service provides an opportunity to talk about the difficulties people are experiencing, working with individuals to develop a care plan tailored to the individual needs of each person to support patient recovery and maximise personal independence.

The Discharge Support Service provides advice to service users, carers, and their families. It works with other services to offer “signposting” and liaison.

**PURPOSE OF THE ROLE**

The Peer Support Service supports patients leaving hospital inpatient care. The PSWs will be embedded within the acute inpatient wards at the Becklin and Newsam Centres to help patients to overcome barriers to discharge and reduce the likelihood of re-admission. This will involve providing assistance with finding safe, clean, accessible and secure housing and accommodation.

The post holder will:

* Develop skills in working with patients with a variety of mental health support needs.
* Build a relationship of trust with patients and understand the importance of empowering them.
* Assist patients to enable them to achieve their personalised support outcomes
* Work as part of a multi-disciplinary team to provide feedback, deliver a high standard of support, and create positive outcomes.
* Be prepared to share own experiences and role model recovery.
* Work as part of a multi-disciplinary team to identify barriers to patient discharge, and gaps in services. Suggest how provision for discharge could be improved and identify good practice.
* Attend and identify appropriate training and development opportunities as required.
* Work in partnership with the Senior Peer Support Worker and Discharge Facilitator to access personal support in order to improve own self-confidence and manage personal wellbeing.

**PURPOSE OF SERVICE**

* To prevent where possible, admissions and readmissions to inpatient care.
* Provide initial contact with the service-user within 4 hours upon receipt of the referral
* Support the timely transfer of service-users, considering using ‘shared care’ arrangements from inpatient services, including ‘out of area’ services.
* Provide a service for people with complex, acute mental health needs. The service will be sensitive to diversity and respond to service user and carers considering their disability, gender, sexuality, ethnicity and cultural background.
* Focus on supporting service-user recovery helping to maximise personal independence.
* Work closely with health and social care partners and third sector agencies, ensuring service user needs are planned for in a coordinated way.
* Provide a Secondary Care Service including joint working between community and inpatient mental health teams and provision of enhanced support and interventions.
* Provide urgent advice to service-users, carers, families and professionals across the whole system; this may involve ‘signposting’ and liaison.

**KEY RESPONSIBILITIES**

1. Develop and maintain positive and professional relationships with patients, staff, and other agencies.
2. Provide emotional and practical support and advice to enable patients to improve their quality of life, develop their skills and make decisions about their future.
3. Encourage and motivate patients to engage with staff and other agencies
4. Accompany patients to other projects/services and external appointments.
5. Encourage and support patients to participate in meaningful activities.

1. Respond appropriately to all patient needs to safeguard the wellbeing of all patients and staff.
2. Maintain accurate and timely records of work undertaken with patients around their support. Computer literacy required.
3. Use clinical note taking to record activity, presentation and forward planning on the NHS data management system
4. To attend and participate in team meetings at the Becklin and Newsam Centres
5. Liaise with external agencies as required.
6. Observe and contribute to risk assessments.
7. Manage own caseload to engage and discharge service users within appropriate time frames
8. Communicate sensitively, accurately and effectively with all parties Access additional services where required e.g. translation services, communication aids, visual aids.
9. Respect confidentiality in line with Touchstone and LYPFT GDPR and confidentiality procedures.

**GENERAL**

1. Attend a full induction programme consisting of: development and wellbeing planning, goal setting, shadowing, and an introductory peer support training course.
2. Be responsible for personal learning and development and undertake appropriate training, both mandatory and optional to increase knowledge, skills and awareness.
3. Visit relevant external agencies who work with the Inpatient Discharge Service
4. Attend regular support sessions, reflective practice, supervision and performance reviews with the Senior Peer Support Worker, in line with the organisation’s performance management policies and procedures.
5. 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.
6. Be flexible in the approach to hours of work including very occasional evening work as required by the service.
7. To implement the Organisation’s policies, procedures and practices and, to comply with the aims of Touchstone at all times; to be committed to and implement Touchstone’s Equal Opportunities Policy and to promote this with staff.

To be aware of and employ the general practices of LYPFT/Touchstone’s Health and Safety and Safeguarding Policies and ensure these are adhered to at all times

1. Ensure information is dealt with in accordance with LYPFT/Touchstone policies around confidentiality, communications, internet, e-mail and telecommunications, and steps are taken to ensure that confidential information is secure e.g. service user data.
2. To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met.
3. Keep the Senior Peer Support Worker and Discharge Facilitator informed about any serious and untoward incidents, safeguarding, health and safety, and/or financial issues.
4. Undertake any other duties as directed by the Senior Peer Support Worker and Discharge Facilitator in line with the responsibilities of the post.
5. Have a good awareness of services available in the third sector and utilise

as needed to support patients in their recovery.

1. Support the service in gaining service user and carer feedback which will help

Inform service change and development.

1. To undertake any other duties as directed by your Line Manager that may reasonably fall within the scope of the post.

September 2025