Recruitment Information Pack

(Senior Peer Supporter)

**Recruitment Info Pack**

**Senior Peer Support Worker**

# A picture containing dark Description automatically generatedWelcome to York Mind!

Thank you so much for your interest in working with us.

In this pack you should find all the information you need to find out what we’re about

This includes:

More about us, what we believe in and our values

Our application process

The job description and person specification

What we expect from our staff

What you can expect from us

## Our Organisation

York Mind is a vibrant and compassionate organisation who work to promote recovery from mental ill-health, improved emotional well-being and independent living. We offer a range of both face to face and digital services from 1:1 support, social activities, advocacy right through to training and services to improve workplace wellbeing.

Our team really care about making a difference and come together to make a change for people’s mental health. Last year we helped over 4500 people who are living with mental health problems.

## We Believe

* Mental health is important and a part of each of us
* All people have a right to thrive
* Access to mental health support should be there for everyone
* Asking for help is brave, and lived experience matters
* Stigma around mental health is wrong and must be challenged
* Our work makes a positive difference and we are here to stay

## Our Values

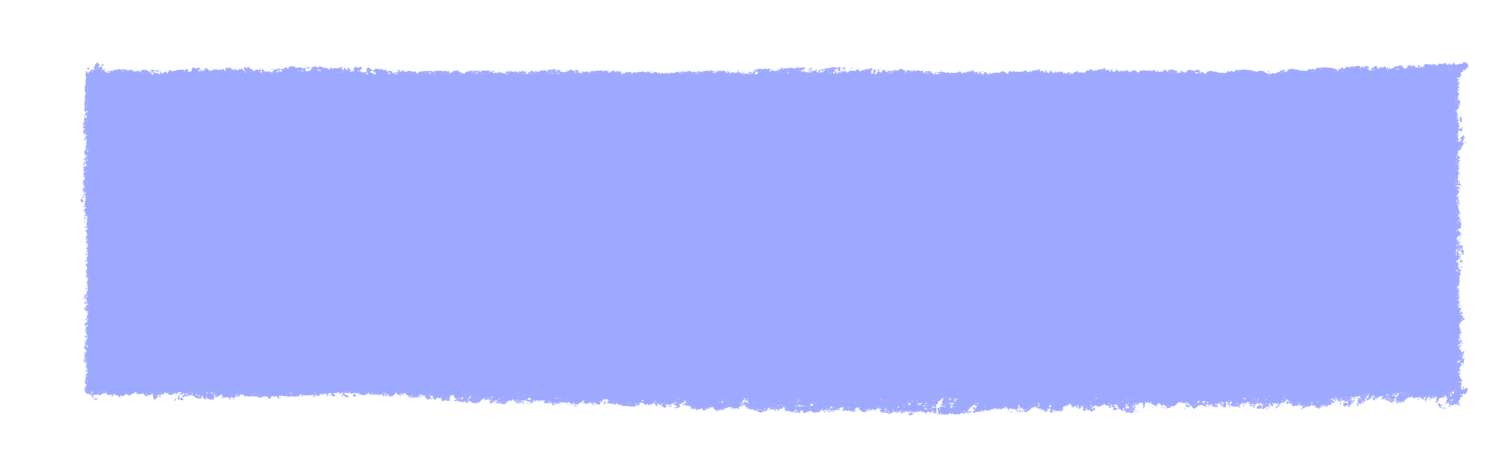
**Being Brave** -Finding the courage and compassion to connect with, and walk alongside others, providing encouragement through rough times towards better days.

**Standing Up** - Dedicating ourselves to advancing mental health appreciation, and championing the conditions that enable people to do and be well.

**Developing Together** - listening to, learning from and helping one another we grow stronger together, becoming better able to serve our communities.

**Actively Seeking** - Realistic about the scale of the challenge, to achieve equity of standing for mental health and wellbeing. We hold on to hope, that through our work, things can and will improve

**Being Pragmatic** - Making decisions based on what’s possible and works for the individual. We are down to earth and communicate clearly with kindness

What people say about us:

*“The counselling was wonderful and so beneficial. My counsellor was lovely; I formed a good relationship with her and this enabled me to think about different ways of doing things. The support helped me to stop feeling like I was drowning.”*

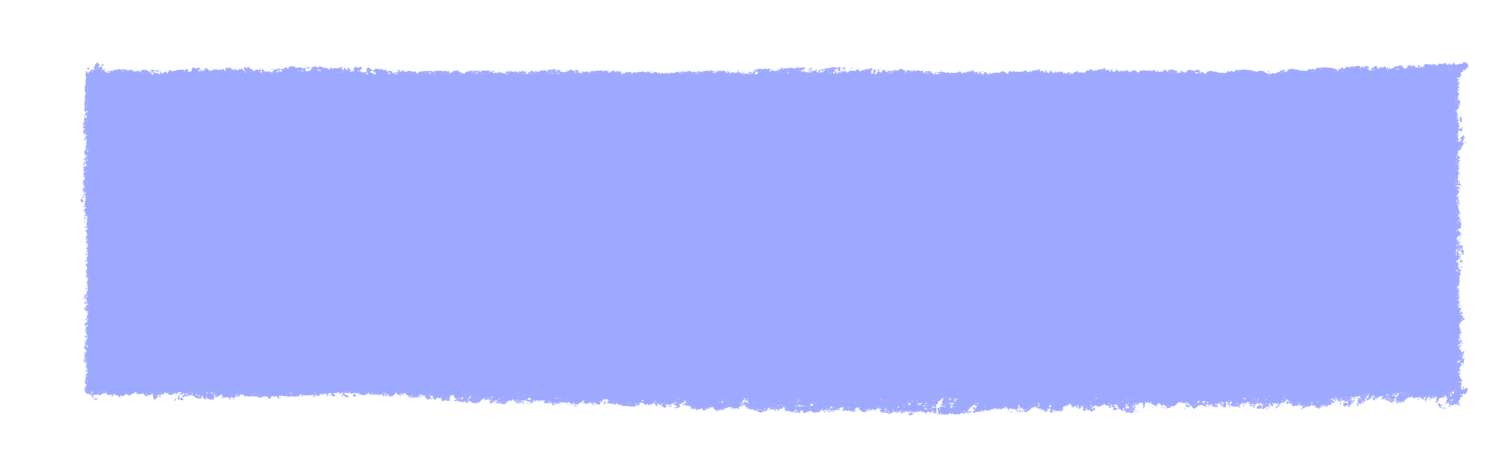


*“****Before mentoring I was not able to see the positives in life, now I am able to and it has made me happier.”***

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“*We always feel the advocates are very much focused on the person's needs in a professional and supportive manner.”*



*“The staff at Mind are the nicest people, so helpful and so supportive that I couldn't wish for nicer people to speak with. Thanks to you all for what you do.”*



“*It has been a pleasure to know [my peer supporter]. She has been an absolute star with me. Amazing to know her. So much progress [has been made].”*

### A note from our CEO



Thank you for your interest in York Mind. Applying for a job can be a big step for a whole range of reasons and we want to try and make York Mind a potential work option for as wide a range of people as possible. A diverse staff team helps us live our values, stay creative and gives us new perspectives.

We have included as much information as possible in our pack. If you are interested in a vacancy but are unsure if you should apply, then I strongly recommend you give us a ring. It is equally important that you find out about us as well as York Mind finding about the skills, experience and knowledge you can bring

**About the role**

The Senior Peer Support Worker sits within the peer support service, which forms a part of the wider adult services at York Mind. The peer support service works alongside the Pathway to Recovery (P2R) team, and York Community MH Hub, both of which are multi agency teams in York. As a senior peer support worker, you would be responsible for delivering 1-1 peer support to people who access the peer support service and providing mentorship and guidance to other peer supporters. You will also support the Peer Support and Social Prescribing Manager with day-to-day operational activities and gather data and feedback for our reporting systems.

## Job Description

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|  | |
| Job Title: | Senior Peer Support Worker |
| Hours [Include no of hours of post and if any required days/hours or if this is flexible] | 30 hours per week |
| Salary: [Make clear if pro-rata/full time/part time] | £23,944 pro/rata Actual salary: £19,155.20 per annum. |
| Responsible to: | Peer Support and Social Prescribing Manager |
| Responsible for: | N/A |
| Office Based/Hybrid Working [State office location/whether hybrid or fully office or home based] | It is likely that this post will be office based at 30 Clarence Street, alongside community working. |
| **Aim of the post:** | Work within the Community MH Hub; be part of the multi- disciplinary team, providing 1-1 peer support to clients accessing the service. Act as a mentor for 1-1 peer supporters; providing aspects of the peer support supervision (such as specific sessions in group supervision); contributing to the development of the 1-1 peer support service at York Mind, supporting the service manager with data collection and feedback for reporting. |
| 1. To work within the Community MH Hub and be part of the multidisciplinary team. 2. To act as a peer support worker managing a caseload of clients referred to the service (matched via the Peer Support and Social Prescribing Manager). 3. To act as a model peer supporter and mentor for 1-1 peer supporters, providing shadowing opportunities for new peer supporters, and contributing to their supervision and professional development. 4. To proactively support the day-to-day coordination of the peer support service, working in accordance with processes and procedures. 5. Maintain accurate case notes and play an active role in gathering feedback and data to support reporting requirements of the service. | |
| Main duties: | |
| 1)To support the development of the Community MH HubWork as part of the core hub team.  * Contribute to meetings and discussions from the perspective of a peer supporter, drawing upon your own lived experience where appropriate. * Feedback successes and challenges of the hub provision. * Deliver 1-1 peer support to clients accessing the Hub. * Act as a point of contact for peer support in the Hub alongside the Peer Support and Social Prescribing Manager.  2)To act as a peer support worker for clients referred to the service (matched by the Peer Support and Social Prescribing Manager).  * Manage a caseload of clients to deliver 1-1 peer support sessions in line with the programme model. * Meet with peer support clients at agreed days and times. * Keep accurate case notes and gather appropriate feedback at intervals for the service. * Ensure that the Peer Support and Social Prescribing Manager is kept up to date with the day-to-day Peer support being offered and escalate any potential safeguarding issues or other concerns. * Maintain strong professional boundaries when working with clients.  3)To act as a model peer supporter and mentor for 1-1 peer supporters, providing shadowing opportunities for new peer supporters, and contributing to their supervision and professional development.  * Provide ad-hoc support for peer supporters. * Contribute to training and development of peer supporters, alongside the service manager. * Share your learning and experience with peer supporters. * Provide opportunities for new peer supporters to work alongside you.  4)To support the coordination of the peer support service  * Act as a point of contact for peer supporters and clients in the absence of the service manager. * Support day to day monitoring of systems, i.e, FLOCK. * Meet with the service manager and Hub manager regularly to provide feedback on the service from a peer supporter point of view. * Maintain accurate case notes and play an active role in gathering feedback and data to support reporting requirements of the service. * Capture any outcome data required for the service. * Support the service manager in collating data for reporting requirements. * Support and encourage peer supporters to capture any required data and outcomes. * Ensure all data is stored in line with organisation and partnership polices.   **5)** Work within York Mind values   * Ensure a commitment to quality, working within York Mind’s policies and procedures. * Actively engaging within supervision. * Contribute to the wider development of York Mind. * Be a champion for mental health. * Working collaboratively across other York Mind services to help achieve the strategic vision of the organisation.   The post holder will carry out any other duties, which are within the scope, spirit and purpose of the job as requested by the line manager.  If duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder. | |
| **Essential qualifications:** |  |

## Person Specification

Don’t just tell us how you meet the specification – show us! Feel free to tell us about projects you’ve worked on, awards you’ve won, training you’ve undertaken, developments you contributed to. Feel free to add photos and videos.

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| **Knowledge, Skills and Experience** | **Where this will be evidenced Application (A), Interview (I), Exercise (E)** |
| Previous lived experience of MH issues; an ability to use this experience to support those in current MH need and to support fellow peer supporters whilst maintaining own positive mental health. | A/I |
| Experience of providing 1-1 support to individuals with differing MH and social needs. | A/I |
| An understanding of peer support as a recovery model and how it can aid individuals. | A/I |
| Active listening and negotiation skills; the ability to build a relationship with individuals and identify support needs. | A/I |
| Clear understanding of the role of confidentiality and safeguarding, and experience of working in an environment where these were required | A/I |
| Ability to contribute ideas to the peer support service, both individually and in collaboration with others. | A/I |
| Knowledge of mental health services and available support systems for clients in the community. | A/I |
| Clear understanding and practical experience of the importance of boundaries in peer support role. | AI |
| Experience of working as part of a team including positive and appropriate information sharing. | A/I |
| **Practical Skills** |  |
| Able/willing to develop own practice in 1-1 peer support; able to reflect upon practice to identify areas for improvement. | A/I |
| Experience of being able to juggle a busy workload with competing priorities. | A/I |
| Experience of using IT packages and systems to record client records, and monitor client contact-FLOCK, etc. | A/I |
| **Values and Attitudes** |  |
| A commitment to the York Mind values. | A/I/E |
| A commitment to work with the widest range of communities possible to make sure our organisation is representative and inclusive | A/I/E |
| Self-awareness of own competencies, practical needs and personal resilience, and willing to seek help with these where necessary | A/I/E |

\* Experience – you should be able to draw on four or five different examples you could use to describe your experience\*

\*Significant experience – you should be able to comfortably draw on a range of experiences from a few different situations learnt over a period.

### Our application process

### We prefer to have a conversation with you about the role before you apply.

We know application forms take ages to fill in, and you may also be worried that your skills and experience might not be a good fit.

We absolutely want to make our roles as accessible as we can to the widest range of applicants, so these conversations give you the opportunity to ask questions, check your skills and experience against the role, and find out more about the application process.

Book a phone conversation in with us before you apply, and we will talk you through the role, how your skills and experience might fit our job description and person specification and talk you through how to complete the application form.

**Please contact the Peer Support and Social Prescribing Manager.** [**jamie.edwards@yorkmind.org.uk**](mailto:jamie.edwards@yorkmind.org.uk)

You don’t have to have this phone call if you’d prefer not to, but we recommend it. That way you know if what you can offer us is a good fit for the role, and you know what we will be looking for when we shortlist our applications.

Once you’ve submitted your application form, we will compare your application to what we’re looking for with our person specification, and if they’re a good fit we’ll contact you for an interview

How to Apply Please: submit your application form to **vacancies@yorkmind.org.uk** before the application deadline.

**Closing Date for applications: 9am 7th May**

**Interview date: 16th May (provisional)**

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### A picture containing plant Description automatically generatedWhat we expect from our people

Our clients and colleagues are really important to us. We want York Mind to be a great place to work and to receive services from, so we have some expectations of our staff, which we have pulled from our values.

#### You will:

Put our clients at the heart of your work: Our clients are always front and centre of the decisions we make, and all the work we do is to enhance their lives, progress mental health awareness and reduce stigma. As part of the York Mind team we will expect you to put clients at the centre of your work.

Be empathetic and compassionate : You feel able to walk alongside someone else and appreciate what they are going through, even if this is different to your own experience. You do this with compassion and kindness

Value difference: Whether this is a protected characteristic or a different point of view, you will embrace diversity and value the differences and contributions we all bring

**Champion Equity:** Whenever you are representing York Mind, we expect you to be championing equity in mental health services, and equity across all communities for good quality mental health services

**Be non-judgemental** – Mental health and wellbeing can be sensitive and challenging subjects. Everyone experiences mental health differently and we all bring a non judgemental approach to our work. You may also need to challenge others stigmatising views in a gentle and non judgemental way.

**Be open and transparent** – You’re honest with our clients about what help we can give, and open about our expectations of them. You give your views generously and equally listen to others.

**Be prepared to muck in! -** We’re a team and sometimes the unexpected happens. We expect all of our people to support each other and this might mean you end up doing something you didn’t expect to do, within reason!

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## working with us

We’re a friendly bunch, who are passionate about improving mental health for everyone. So you’ll be joining a bunch of likeminded people working together for a common cause. Whether it’s tea and cake in our big meeting room, or a quick catch up on Teams you can be assured of joining a welcoming organisation with wellbeing in mind.

We offer a range of benefits:

* **Hybrid working -** Most of our roles offer hybrid working arrangements, with the exception of a few fully office based roles. There is a usual expectation of some office based work in our hybrid roles but this is usually between 1-2 days week. Please check your role requirements at interview. If you prefer to be fully office based, you also have this option
* **Flexible Working Arrangements** When home working staff have the opportunity to flex their hours between 6am and 9pm to balance their work, life and wellbeing. We also try to accommodate flexible working hours on office days, where possible.
* **Staff Support** – We offer an employee assistance programme to support staff, as well as monthly peer support sessions. We also have a staff support group who are involved in improving staff wellbeing
* **Annual leave** 25 days annual leave (excl. bank holidays). On completing 2 years continuous service at York Mind, full time employees are entitled to an additional 1 day annual leave per year up to a maximum of 30 days. All leave is pro-rated for part time employees. We also offer additional compassionate and special leave.
* **Generous pension contribution –** York Mind pay 6% employer pension contribution
* **Professional Body membership fees**- Where this is an essential part of your role, you can claim these back
* **Working in an values based organisation** – We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together