

## JOB DESCRIPTION

<b>Title:</b>	<b>Bank Peer Support Worker</b>
<b>Reporting to:</b>	Lead Practitioner SMI
<b>Salary Range:</b>	£13 per hour
<b>Hours:</b>	Sessional / on an ad hoc basis
<b>Contract:</b>	Bank contract
<b>Location:</b>	Role based in the community with office base at Wandsworth, Croydon, Kingston, Richmond & Merton

### **Purpose of the role:**

The purpose of the post is to support GP practices to deliver physical health checks to people on the Serious Mental Illness (SMI) register.

People with Serious Mental Illness (SMI) face stark health inequalities and are less likely to have their physical health needs met, both in terms of identification of physical health concerns and delivery of the appropriate, timely screening and treatment. As a result, they face a shorter life expectancy by an average of 15-20 years.

GP practices are required to offer an annual physical health check to patients on the SMI register, but GPs across the country are struggling to reach people and to get them to come in. This may be for a variety of reasons including anxiety, ill health and mistrust, and has serious health outcomes for this group of people.

### **Main responsibilities and key tasks:**

- To develop and make links with GP practices in the London Borough of Wandsworth, Croydon, Kingston, Richmond & Merton.
- To call patients at the surgery as identified by the practice staff to invite them for their annual physical health check
- To encourage patients, through utilising their lived experience, to book an appointment and if possible book it for them
- To support the patient in coming to the appointment and associated follow up appointments as necessary
- Work flexibly to suit the needs of the practice and patients
- Promote and demonstrate effective communication and recognise the need for tact, consideration and confidentiality
- To work within policies and procedures, including health and safety and data protection
- To participate in regular supervision sessions
- To attend/undertake all necessary training
- To gather relevant and necessary data for the role.

### **Job Description Agreement**

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted on with the post holder. Mind in Croydon reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service. The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods or otherwise to balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Signed:

Name:

Date:

## Person Specification

This role requires the successful candidate to have lived experience of mental health issues or indirect experience through supporting vulnerable adults with mental health issues, along with a knowledge or experience of Intentional Peer Support techniques (training can be provided)

	Essential	Desirable
Excellent understanding of the principles of peer support	E	
Ability to work well with both patients and surgery staff at all levels	E	
Employ a strength-based approach and encourage people to find their own solutions	E	
Be respectful of difference and understand the impact that a person's worldview will have on their reasoning and behaviour	E	
Keep calm while showing compassion and concern	E	
Be adaptive to change and willing to explore solutions in ways that are containing rather than controlling	E	
Be sensitive to the importance and complexities of boundary setting	E	
'Sit with' rather than avoid difficult conversations	E	
Recognise the importance of mutuality in allowing for good communication, co-learning, and collaborative relationships	E	
Effectively connect with visitors in ways that are non-confrontational	E	
Respectfully challenge while avoiding conflict	E	
Effective time management skills	E	
Positive and flexible attitude to work	E	
Working co-operatively as part of a team	E	
Dealing effectively and calmly with challenging situations as they arise	E	
Working independently and taking initiative	E	
Speaking and writing fluent English and explaining information face to face, over the 'phone and in writing and communicating effectively across cultural boundaries	E	
Effectively following policies and procedures	E	
Living with a mental health condition and the impacts of medication and treatment	E	