

Peer Support Lead  
Recruitment Pack  
July 2024

Havant and East Hampshire Mind  
Leigh Park Community Centre  
Dunsbury Way  
Havant  
P09 5BG

02392498916  
[www.easthantsmind.org](http://www.easthantsmind.org)

### **Reference: Peer Support Lead**

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the job advertisement, job description and person specification.

For more information about the role and our services, please see our website at [www.easthantsmind.org](http://www.easthantsmind.org) or to discuss the role contact Jenny Smith ([Jenny@easthantsmind.org](mailto:Jenny@easthantsmind.org)).

To apply, please submit your application which should outline why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and access to a vehicle.

Please return applications to the HR lead at [HR@easthantsmind.org](mailto:HR@easthantsmind.org)

- Closing date for receipt of applications is: **Tuesday 20<sup>th</sup> August 2024**
- Shortlisted candidates will be contacted by **Thursday 22<sup>nd</sup> August 2024**
- Interviews will be held on **Thursday 29<sup>th</sup> August 2024** additional dates may be added if needed.

Yours sincerely

Jenny Smith  
Adult Wellbeing Manager

## The benefits of working with HEH Mind

### **Make a real difference to local people**

We're a local Hampshire charity and we're here to make a positive difference to lives and communities. You'll work with a passionate, knowledgeable and dedicated team with a big heart.

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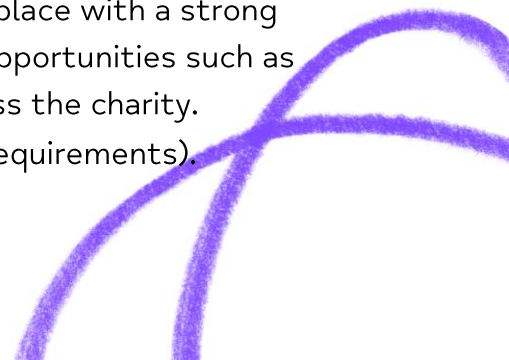
### **Holidays**

- It's important to take time off. We give you 25 days a year, increasing by one day per year of service up to 30 days, and bank holidays (all calculated pro-rata for part-timers). We also give an additional winter's leave day in late December
- Employees are also gifted a day's leave to celebrate their birthday.

### **Learning, growth and development**

- We're committed to supporting our staff with learning and professional development, so we offer opportunities for coaching, training and mentoring.
- Everyone, regardless of role, is offered free Connect 5 Mental health and Wellbeing Training.
- As a rapidly growing organisation there are regular opportunities to grow and develop within roles and through internal promotions.
- Joining HEH Mind makes you part of the Mind Federation, which includes 110 local Minds across England and Wales and access to the Open hub platform and learning, development and good practice sharing opportunities.

### **Workplace wellbeing**

- As workplace wellbeing experts you will be joining a workplace with a strong employee wellbeing focus. Which includes engagement opportunities such as our monthly digital 'Break Room' to meet staff from across the charity.
  - Remote and homeworking flexibility (dependent on role requirements).
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- We are a Mindful employer + accredited. All staff have access to our confidential 24/7 employee assistance programme.
- If you use a PC within your role, we will provide free eye tests, if necessary.

## **Job Advertisement**

We have an exciting opportunity to extend our established Adult Wellbeing team. We are looking for enthusiastic and motivated person to join our expanding team at HEH Mind. Could this be a role be for you?

Havant and East Hants Mind deliver a range of mental health and wellbeing services across Havant and East Hampshire. Our services cover 25 GP surgeries in Havant and East Hampshire. In this role you will be heading up a team of 6 new Peer Support Workers to further enhance this service. Peer support roles are specifically for people who have lived experience of mental health problems.

Through sharing wisdom from their own experiences, peer support staff and volunteers will inspire hope and belief that recovery is possible in others. Our peer support workers will offer a range of workshops and groups to patients focused on wellbeing and mental health.

As an inclusive employer, we welcome applicants who require flexibility in their working. Where possible, we accommodate all staff for situations such as childcare, homeworking and caring responsibilities.

## **We want to hear from you.**

This is a great opportunity for anyone looking to get into a career within mental health and for someone who wants to use their experiences to empower and support others making a difference in their local community.

We are looking for passionate, empathetic and committed individual who want help those experiencing challenges with their mental health and wellbeing in Havant and East Hampshire.

If you would like to know more about the service before making your application, please get in touch with Jenny Smith Adult Wellbeing Manager ([Jenny@easthantsmind.org](mailto:Jenny@easthantsmind.org)).



## Job Description

<b>Job title:</b>	<b>Peer Support Lead</b>
<b>Salary:</b>	£25,235 per annum which is £15,345.60 pro rata
<b>Contract length</b>	Permanent
<b>Contracted hours:</b>	22.5
<b>Working base:</b>	Havant and East Hants
<b>Reports to:</b>	Wellbeing Manager
<b>Responsible for:</b>	Peer Support Workers, Service users and Wellbeing Volunteers
<b>Checks made:</b>	Enhanced DBS and 2 satisfactory references

## Purpose of Post

- Developing an existing program of Peer Support Services across Havant and East Hampshire; to include 20 groups (face to face and virtual). Alongside the new provision, develop the existing peer support offer in partnership with colleagues.
- Building relationships and attending networking meetings representing Minds Adult Services throughout the locality.
- Work alongside the Wellbeing Manager to develop new workshops and courses. This will include developing bespoke groups that balance evidence based practice and time for connection/ developing relationships, not limited to but including areas such as “neurodiverse peer support”, LGBTQ+ peer support”, “older persons peer support”.

## Accountability

You will be line managed by the Wellbeing Manager but will manage your own workload and prioritising your tasks.

## Key Responsibilities and duties:

### Line Management

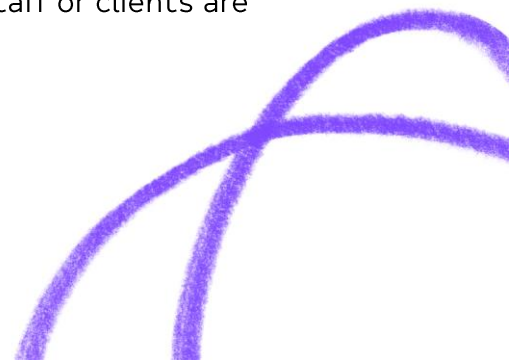


- Recruit and line manage 6 peer support workers.
- This role includes the management of peer support staff who have lived experience. Including; induction, training, supervision, performance management and line management responsibilities.
- Foster a supportive and empowering culture in your team where staff wellness and connectedness are highly valued.
- Develop and distribute a rota for groups ensuring cover for sickness and A/L.
- Responsible to peer supporters as a primary contact in the event of sickness, absence and annual leave requests.
- To promote the professional development of peer supporters.

### **Service User Engagement and Involvement**

- To understand and advocate the key principles of peer support and ensure co production is at the heart of everything we do.
- Research and work alongside the engagement and participation lead to ensure an active service user and carer participation. To ensure the service is service user led and echos local need.

### **Service quality, effectiveness and compliance**

- Quality assurance monitoring and standardisation of processes. Ensuring compliance with key processes such as GDPR.
  - Ensuring a clear and smooth pathway from our community and PCN services into peer support.
  - Keep accurate and appropriate records.
  - Create and present monthly and quarterly data reports on attendance, trends, case studies and service user involvement.
  - Work to ensure the organisation's values are reflected in peer support practice, promoting equality and diversity throughout the service.
  - Ensure team complete training in a timely manner.
  - Ensure that all activities comply with organisational policies, including health and safety procedures to ensure any risks to staff or clients are managed.
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## Other

- Be an active voice in the community championing HEH Minds values to both create awareness and reduce stigma while ensuring our service is being promoted.
- Any additional relevant tasks as requested by Wellbeing Management.
- Ability to work flexibly and embrace necessary last-minute changes.

## Person Specification:

This role is suited to a skilled, knowledgeable and empathetic person, who enjoys working with clients and thrives in a team. The following person specification is a guide to the essential and desirable attributes that Mind in Havant and East Hampshire wishes to find in the successful candidate for the post

Person Specification	Essential/ Desirable
<b>Qualifications:</b>	
A relevant qualification at Level 3 or above or equivalent experience	Desirable
<b>Experience:</b>	
Minimum 2+ years management experience in a mental health or related field.	Essential
Working individually and as part of a team	Essential
Working, communicating and interacting with a wide variety of people and/or working within community-based services	Essential
Demonstrable lived or learned experience and understanding of mental health and related issues, difficulties or challenges	Essential
Responding to and dealing effectively with complaints and managing safeguarding issues in situ as they arise	Desirable
<b>Knowledge, Skills and Capabilities:</b>	

Confident with IT: Outlook emails, calendar, Zoom and databases.	Essential
Delivering tools such as de-escalation, SMART goals and mindfulness.	Essential
Effective communicator both verbal and written with clients, those line manage, colleagues and outside professionals including communicating across cultural boundaries	Essential
Empathy, patience and sensitivity to be able to support people	Essential
Excellent time management skills	Essential
Experience of delivering group-based support	Desirable
Strong awareness of mental health and the value of peer support.	Essential
Proactive in engaging with professionals and clients.	Essential
Knowledge of the health and social care services	Essential
Ability to research the support available in the community	Essential
Commitment to person centred approach	Essential
An awareness of issues relating to lone working and effective management of personal and professional boundaries	Desirable
Ability to work independently and take initiative	Essential
Ability to prioritise and work flexibly to changing requirements	Essential



Able to uphold and ensure others are following confidentiality and data protection policies.	Essential
Understanding of, and commitment to, equity, diversity and inclusion	Essential
<b>Personal Attributes and Approach:</b>	
Dynamic and creative when approaching new challenges	Essential
Adaptability	Essential
Works inclusively respecting the diversity of each person's experience, and their particular background or cultural context	Essential
Motivated to learn and understands importance of reflective practice and feedback.	Essential
Shares responsibility for professional development and completion of training.	Essential
Works to a strength base approach valuing the persons experience, potential and worth.	Essential
Develops effective and trusting relationships, characterised by respect – being non-judgemental and not making assumptions about the person's experiences, beliefs	Essential
<b>Other Requirements:</b>	
Hold a driving license and have access to a car. To be able to travel across Havant and East Hampshire.	Essential
To have lived experience or knowledge of mental health and/or other disabilities	Essential
The successful candidate will be expected to undergo an Enhanced DBS check and two references will be collected	Essential
<b>Personal Circumstances</b>	
Alignment with HEH Mind vision and values	Essential
An understanding of Equality, Diversity and Inclusion	Essential

# mind Havant and East Hants

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Charity number 1116301

