

Crisis Peer Practitioner (Havant and East Hants Mind: Wellbeing Team)

We are looking for a Crisis Peer Practitioner

Hours: 18.8 - 25 hours. Hours to be agreed at interview with interviewee. 18.8 hours minimum which includes 2 day time shifts and 2.5 evening shifts as part of the team rota including working unsocial hours (4pm -11:30pm), weekends and bank holidays.

Salary: £19,201 - £20,680 (pro rata per annum)

Contract: 1 year fixed term

Start date: TBC pending success at interview and the return of satisfactory references and DBS check.

Job location: Havant and Portsmouth

Responsible to: Adult Wellbeing Team Manager

The closing date for applications is 5pm on 8th August 2021.

Havant and East Hants Mind has run a range of Recovery and Crisis services for adults with mental health problems in Hampshire for over 30 years. We offer a variety of interventions and support to work with people with complex mental health problems in their recovery. This ranges from assessments, one-to-one work, review sessions, crisis support planning, and group work, to outreach into the community to support people to manage their own mental health needs.

This is an exciting time to join Havant and East Hants Mind in a project which places peer support at the centre of improving people's mental health and wellbeing. The role of Crisis Peer Practitioner has been developed specifically for people who have lived experience of mental health problems in crisis. Through sharing wisdom from their own experiences, Crisis Peer Practitioners will inspire hope and belief in others that recovery is possible.

Havant and East Hants Mind is partnering with Solent Mind and Solent NHS to provide this formalised peer support and practical assistance to service users via the Harbour Helpline as well as imbedding wellbeing peer support in the Havant and East Hants Wellbeing Centre.

The project with Solent NHS and Solent Mind will be provided during the evenings (2.5 sessions a week, 4pm – 11:30pm) via virtual means i.e. web chat, text and telephone. The wellbeing peer support services will be delivered through face-to-face work with service users (2 sessions a week, between the hours of 9am and 4:30pm) at the Havant Hub.

Main tasks and responsibilities

- To support adults with mental health issues, offering support, validation and encouragement
- To support Service Users (SU) to identify the strategies required to help self-manage during and after a crisis
- To equip the SU with the skill set required to prevent recurrence of mental health crises

- To help service users identify their own recovery goals through building a trusting collaborative peer support relationship.
- To support SU to create a Crisis Safety Plan
- To support SU via web chat, text and telephone conversations
- To share and use your lived experience in an appropriate way, to offer understanding, support and hope to SU
- To share ideas about ways of achieving recovery goals, drawing on personal experiences and a range of coping, self-help and self-management techniques.
- To assist the SU in creating their own recovery plans and advance directives.
- To sign post to various resources, opportunities and activities within Havant and East Hants Mind, Solent Mind, NHS Trusts and local communities to promote choice and informed decision making
- Manage case load documentation and time effectively. Ensuring up to date and clear record keeping.
- To observe, report and record changes in SU physical and mental health and behaviour
- To be aware of and work to the principles of the Mental Health Act 1983/2017
- To use evidence based tools to provide practical skills, emotional support and stability to SU to ensure effective engagement whilst maintaining professional boundaries
- To carry out observations as per individual care/recovery plans and SU needs, in line with NHS Trust Policy
- To participate in and where required facilitate therapeutic and social engagement group work
- To establish supportive and respectful relationships with people using mental health services
- To support service users to identify and overcome fears within a relationship of empathy and trust
- To model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness
- To act in a manner to respect the customs, individuality, values, sexuality and spiritual beliefs, activity, supporting the individual to fulfil these
- To contribute in the assessment, planning, implementation and evaluation of care
- To create and maintain professional supportive relationships with all members of staff with other professionals and agencies to enhance recovery

Communication

- To record all contacts with service users in the case notes and on appropriate electronic patient record systems e.g., SystemOne, CRM
- To give and receive clear messages by telephone and/or personal contact
- To receive referrals where appropriate
- To ensure effective support and communication with SU, relatives and carers, visitors, staff GPs and others
- To ensure that all communication is within the boundaries of client confidentiality and GDPR.
- To ensure that any information related to client or other personal safety is communicated immediately to senior team members

Quality

- To assist in the collection of data for the purpose of audit, research and service performance
- To actively participate in evaluation of the Crisis Peer Practitioner role and service
- To contribute to the maintenance and monitoring of service standards
- To promote Service User involvement in all aspects of their care
- To contribute and make suggestions to the improvement of services
- To identify issues of concern at work and alerting appropriate personnel
- To present a positive image of the team, service, Havant and East Hants Mind and the Trust
- To act as an effective team member
- To attend meetings as directed (eg Team meetings)

Risk Assessment

- To recognise potential crisis situations and act responsively and responsibly until assistance arrives
- To be aware of the potential for vulnerability and abuse amongst the service users/families and using the safeguarding policy to inform appropriate personnel in line with Protection of Vulnerable Adults (POVA) and Child Protection Policies
- To follow the NHS Trust's and Havant and East Hants Mind Lone Working Policy ensuring that escorting or home visiting, and any autonomous activity, is effectively reported and logged
- To take all possible precautions to safeguard the welfare and safety of staff, service users, visitors and the public, by implementing all policies related to health, safety and risk
- To assist in risk assessments with multi-disciplinary staff, highlighting any changes in service users' presentation relevant to their safety plan and feedback accordingly

Professional/Personal Development

- To participate in clinical supervision, appraisal and performance development
- To identify appropriate training needs in line with clinical professional development
- To ensure attendance at all NHS Trust's and Mind essential training
- To work towards achieving competencies outlined within the role and the collection of evidence within personal portfolio
- Maintain a working knowledge of current trends in mental health, recovery and peer support

General

- Work within all Havant and East Hants Mind policies and procedures and Solent NHS Trust's operational policies including Information Governance, Information Security, Data Protection, Records Management and Safeguarding
- To contribute to the on-going development of the service and to best practice.
- Commitment to Solent NHS and Havant and East Hants Mind's Equal Opportunities and Diversity policies.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public.
- All employees have a responsibility and a legal obligation to ensure that information processed for both service users and staff is kept accurate, confidential secure and in line with current Data Protection legislation and Security and Confidentiality Policies
- Not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties
- This list is non-exhaustive and other duties may be required to be undertaken to meet the needs of Havant and East Hants and Solent NHS Trust.

Havant and East Hants Mind - Person Specification

Job Title: Crisis Peer Practitioner

Requirement	Essential or Desirable
<p>Qualifications / Education / Training:</p> <p>Literacy and Numeracy skills to GCSE level/NVQ2 or equivalent</p> <p>IT skills including ability to produce various documents in word and use of email and in putting data.</p> <p>Commitment to undertake Decider skills and Peer Practitioner related training</p> <p>Mental health First Aid/Awareness training or equivalent experience</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Experience</p> <p>An understanding of the role of peer support within mental health</p> <p>Has lived experience of mental health problems and use of mental health services</p> <p>Experience of helping people identify their own goals on their recovery journey</p> <p>Experience of supporting people with mental health needs in a paid or voluntary capacity</p> <p>Demonstrate the knowledge, confidence and skills to work with people with a range of needs</p> <p>Experience of supporting people in crisis or severe emotional distress</p> <p>Demonstrate the confidence and aptitude to calmly and effectively support people who are distressed and/or in crisis</p> <p>Able to share personal recovery story in a professional manner</p> <p>High level of self-awareness –ability to critically appraise own performance</p> <p>An understanding of key concepts and of the difficulties and challenges faced by people on their recovery journey</p> <p>Knowledge of the support providers and organisations within the local area</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p>Knowledge/Skills/Competencies</p> <p>Demonstrate an understanding of the role and impact of peer support in people's lives</p> <p>Demonstrate the knowledge, confidence and skills to work within a non- Havant and East Hants Mind service delivering a new peer support service</p> <p>Skills to work within a changing work environment and to support service users through the process</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>

Requirement	Essential or Desirable
Ability to manage time and competing priorities and take responsibility for your own work and accountabilities	Essential
Ability to maintain and monitor accurate recording of attendance, progress and outcomes	Essential
Good team working skills including listening, understanding constructive feedback, showing respect and skill sharing	Essential
Excellent communication skills including written and ICT	Essential
Good planning, organisational and administrative skills	Essential
Demonstrate a high level of self-awareness, personal resilience and wellbeing, and the ability to work in a challenging environment while maintaining self-care	Essential
Demonstrate a solid understanding of the importance of confidentiality, professional boundaries and safeguarding	Essential
Demonstrate the knowledge and skills to work successfully in partnership with other agencies to achieve a common aim	Essential
<p>Other:</p> <p>Commitment to Havant and East Hants and NHS Trusts values</p> <p>Commitment to Havant and East Hants and NHS Trust's Health's Equal Opportunities and Diversity policies.</p> <p>Willingness to work flexible hours to meet service needs</p> <p>Willingness to undergo an Enhanced & Barred DBS check</p> <p>Full driving licence and access to own vehicle</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Date job originated: Jan 21</p> <p>Date job reviewed:</p> <p>Reviewing manager: S Richards/ F Blackburn/ M Morrell</p>	