

## Havant & East Hants Mind - Job Description

**Job Title: Crisis Peer Practitioner**



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### **Purpose:**

Crisis Peer Support is recognised as a key component of contemporary mental health and wellbeing provision.

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 practitioner will inspire hope and belief that recovery is possible in others. They will work in support of Havant and East Hants Mind's vision.

**“We won't give up until everyone experiencing a mental health problem gets both support and respect”.**

As an integral and highly valued member, the Crisis Peer Practitioner will provide formalised peer support and practical assistance to service users in crisis in order for them to regain control over their own lives and unique recovery process. Within a relationship of mutuality and information sharing they will promote choice, self-determination and opportunities for self-management and connection to local communities.

The service to users will be provided via a helpline, accessible to service users via web chat, text and telephone. Staff will be located within a central hub in the Portsmouth area.

Reporting directly on a day to day basis to the Crisis Team Leader, the Crisis Peer Practitioner will be responsible for the delivery of crisis peer support and practical interventions as agreed.

This role is integral to the overall crisis service, and therefore this post will be part of the team rota and will involve shift work which includes working unsocial hours including weekends, evenings and nights including bank holidays.

### **About the role:**

**Reports to:** Crisis Team Lead

**Direct Reports:** None

**Key Relationships:** Havant & East Hants Mind and NHS staff within the crisis teams, other Peer Practitioners within Portsmouth Support and Recovery Service (PSR) Solent Mind, other internal and external stakeholders

**Location:** Based in Portsmouth covering Havant and East Hampshire

**Hours:** Part time, permanent position for 18.5 hours per week

**Salary Range:** £20,988 - £22,602 per annum pro rata plus enhancements for unsocial hours

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## 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, video call 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 & East Hants Mind, Solent Mind, NHS Trusts and local communities to promote choice and informed decision making
- Manage caseload documentation and time effectively. Ensuring up to date and clear record keeping in line with both Havant & East Hants NHS and Solent Mind policy.
- 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 support the team in promoting a recovery orientated environment by identifying recovery focused activities and imparting information and education as required in line with the PSR Havant & East Hants Mind critical friend role
- 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 to seek guidance when unsure always working in line with the Havant & East Hants Mind and NHS Trust Information Governance Policy
- To clearly and precisely document information to support mental state examination
- 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 & 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 & 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 & 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 & 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 & East Hants Mind and Solent NHS Trust.

## Havant & East Hants Mind - Person Specification

**Job Title: Crisis Peer Practitioner**

**Location: Portsmouth (covering Portsmouth, Fareham, Gosport, Havant & East Hants)**

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

Requirement	Essential or Desirable
<p><b>Knowledge/Skills/Competencies</b></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-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>Ability to manage time and competing priorities and take responsibility for your own work and accountabilities</p> <p>Ability to maintain and monitor accurate recording of attendance, progress and outcomes</p> <p>Good team working skills including listening, understanding constructive feedback, showing respect and skill sharing</p> <p>Excellent communication skills including written and ICT</p> <p>Good planning, organisational and administrative skills</p> <p>Demonstrate a high level of self-awareness, personal resilience and wellbeing, and the ability to work in a challenging environment while maintaining self-care</p> <p>Demonstrate a solid understanding of the importance of confidentiality, professional boundaries and safeguarding</p> <p>Demonstrate the knowledge and skills to work successfully in partnership with other agencies to achieve a common aim</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p><b>Other:</b></p> <p>Commitment to Havant &amp; East Hants Mind's, and Solent NHS Trusts values</p> <p>Commitment to Havant &amp; East Hants Mind's and Solent 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 &amp; Barred DBS check</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>