

## Lived Experience Support Worker

### Job Description

<b>Reports to:</b>	Senior Lived Experience Support Worker
<b>Contract:</b>	Fixed term contract until 30 September 22
<b>Salary:</b>	£23,000
<b>Hours of work:</b>	Full-time – 35 hrs pw
<b>Location:</b>	South London and Maudsley NHS Foundation Trust, Marina House, 63-65 Denmark Hill, London, SE5 8RZ and at other locations as necessary to meet the requirements of the role.

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#### Job Purpose:

Lived Experience Support Workers will be employed by Lambeth and Southwark Mind and work as part of a multi-disciplinary team, based within the South London and Maudsley NHS Primary Care Mental Health Team. The postholders will assist in the implementation of a new community mental health model in Southwark with a focus on integrated care, bringing all the services and agencies that support people with different mental health needs much closer together.

The purpose of Lived Experience Support Worker roles will be to support people to access the right interventions and support, based on the person's individualised care and support plan.

#### Key work areas

- 1) Provide recovery-orientated individual support to a caseload of clients, in accordance with their individual support plans.
- 2) Report any concerns regarding clients' wellbeing to the relevant team member overseeing their support.
- 3) Promote understanding of the principles and practice of Peer Support and user led services amongst staff and service users within the service.
- 4) Provide peer support and practical assistance to service users to support them to regain control over their lives and their own unique journey.
- 5) Support people to maintain and develop their independence within their local community and build life skills, confidence, resilience and self-esteem.
- 6) Help service users and carers to navigate the support that may be available to them in their local communities.

- 7) Engage in peer support sessions and offer holistic support, advice, information, and onward referral to other support.
- 8) Work as a team contributing to assessment, planning and implementation of care plans.
- 9) Support service users with social issues, as required, such as housing, risk of homelessness in conjunction with MDT colleagues.
- 10) Support service users with practical tasks such as attending appointments, collecting prescriptions, engaging with their GP, whilst helping to build confidence in community and social situations.
- 11) Support colleagues in the primary care mental health team to have up-to-date information on local community resources.

### **General Responsibilities**

- 12) To attend supervision on a regular basis.
- 13) Work in accordance with the aims, objectives and ethos of Lambeth and Southwark Mind.
- 14) Provide a positive representation for the organisation both internally and externally, including promoting all Lambeth and Southwark Mind services.
- 15) Comply with all organisational and departmental policies and procedures.
- 16) Be efficient, responsible and maintain a high level of personal organisation.
- 17) Ensure accurate record keeping and providing service monitoring and evaluation information as required.
- 18) Participate in and actively contribute to individual supervision, training and team meetings; attend all staff meetings and organisational events as required.
- 19) Promote positive understanding, awareness and attitudes towards mental health as part of day-to-day duties.
- 20) Work at all times to promote equality and diversity.
- 21) Work proactively and flexibly, including being prepared to work from other locations as required.
- 22) Be prepared to perform other duties commensurate with the role which may include developing new areas of operation following service user and professional consultation.
- 23) Ensure service user and carer engagement and participation in all aspects of work including design, implementation and monitoring of activities.
- 24) Undertake mandatory training and development and seek to improve own knowledge and skills as required for the effective delivery of the role.

## Person Specification

All person specification points are essential unless otherwise stated and are specific to this post. You should attempt to describe how you meet these criteria in the 'Supporting Statement' section of the application form, giving examples where possible. Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview.

<b>Knowledge and Abilities</b>	
1	A good level of general education to GCSE/NVQ level.
2	Knowledge of community-based services within the health and social care sector.
3	An understanding of the value of Peer Support
4	An understanding and commitment to the aims and objectives of the service.
5	Ability to work on own initiative and manage own workload whilst supporting others.
6	Awareness of the need to maintain personal and professional boundaries.
7	Ability to work both independently and collaboratively as part of a team.
8	Understanding of, and strong commitment to equality and diversity.
9	Understanding of the need for confidentiality.
<b>Experience and Skills</b>	
10	Experience of supporting people with mental health problems either in a voluntary or paid role.
11	Good organisational skills.
12	Experience of working with IT, particularly Microsoft Word and Excel, email and database systems.
13	Good written and verbal communication skills and ability to present information clearly.
14	Experience of consulting and involving people in service design and delivery.
15	Strong interpersonal skills to build positive relationships.
16	Good listening skills
<b>Personal Qualities</b>	
17	Have lived experience of mental ill-health and of engaging with mental health services.
18	Be stable in your own recovery and possess the resilience to support others in their recovery.
19	Willingness to share personal experiences in an appropriate way and maintain clear boundaries
20	Be efficient, responsible and maintain a high level of personal organisation.
21	Empathy, patience and sensitivity to be able to support people whilst maintaining boundaries.
22	Willingness to seek support and guidance.
23	A flexible, 'can-do' approach.
24	Ability to remain calm and professional under pressure.