Agenda for Change
Job Description Tracking Form

Post Title:	Peer Support Worker
Manager:	Natalie Livesey
Manager Contact Number:	
HR Contact:	
Date Job Logged on Access:	
RXJ Number:	2221
2 Copies included?	Yes/No
Uploaded to IJES?	Yes/No
Date Submitted to Matching:	
Suggested Match:	Band 3.
Evaluation Outcome:	Band: 3 Score: 224
Existing job description grade:	
New Post:	Yes/No
Name of Post holder (if an existing post):	
Panel Members:	P. MILLARD N SALISBURY
Actions Date sent to Scrutiny Panel for approval: (State whether Sandra or Sheila)	
Date returned from Scrutiny Panel	
Date job Approved from Scrutiny Panel. If not approved, why not	
Date of Job Evaluation Panel	

Comments:

Job Evaluation Request Form
For the Recruitment Scrutiny Panel

To be used for all Job evaluation requests for new posts and existing posts that may result in an increase in Band.

This section is to be completed by the budget holder			
Manager:	Natalie Livesey		
Department:	Peer Leadership/ AHP Leadership Team	Service Line:	Acute, CRCG, Forensic and specialist
Post Holder Name:	Peer Support Workforce – across care groups		
Post Title:	Peer Support Worker	New Post? No	
Current Grade:	N/A (re-grading and re-allocating funds previous Band 6 Job Share Post)	Anticipated Grade:	Band 3
Have you attached -	New JD, Person Spec, Knowledge & Skills Framework	New Job Description? Yes X	
Reasons for requests:	Decision to create a standardized JD as several was floating around. We scoped out the current remit of the PSW in a workshop exercise with our Peer workforce to ascertain the common tasks and expectations of the role. Advised by Glen Cook to tidy things up and create one JD that applies to entry level of a peer support worker and make a clearer process for all recruiting managers and peers to refer to.		

Signature of Line Manager (must be budget holder):	Date:01.03.19	Pam Wooding (Recovery Lead)
Signature from Finance Business Partner :	Date:	
To be completed by Finance Business Partner		
If no please confirm how post will be funded	All PSW post are funded by each care group, it will require the care groups to budget for any changes made to banding	

This section is to be completed by The Recruitment Scrutiny Group			
Approved by The Recruitment Scrutiny Group?	Yes☐ No☐		
Reasons if not approved:			
Further Comments:			
Signature:		Date:	

Please return this form to the Employee Relations Team, Farm Villa. Tel 01622 724100

PLEASE NOTE THAT THE POST WILL ONLY BE CONSIDERED BY THE JOB EVALUATION PANEL IF IT HAS BEEN SIGNED OFF BY THE BUDGET HOLDER, FINANCE BUSINESS PARTNER AND THE SCRUTINY GROUP. ALSO THE UPDATED JOB DESCRIPTION MUST BE SUBMITTED THAT ACCURATELY REFLECTS THE POSTHOLDER DUTIES AND RESPONSIBILITIES.

Job Description

JOB HOLDER:

JOB TITLE: Peer Support Worker

JOB GRADE: 3

RESPONSBILE TO: (Please insert)

ACCOUNTABLE TO: (Please insert)

JOB PURPOSE:

The main purpose of this role is to support service users to establish greater control over their lives. Helping to identify aspects of life that give meaning, hope, value and purpose, whilst recognising that each individual's recovery is a distinctive and deeply personal process.

As an integral and valued member of the multi-disciplinary team, the post holder will provide support to individuals within the service, by role modelling and using lived experience.

KEY RESULT AREAS:

- Communicating with service users and supporting them in their own recovery and in relation to their care plan as part of the multi-disciplinary team, with supervision from the team.
- To bring empathy and understanding into all interactions with service users by sharing lived experience and hope.
- To model /mentor a recovery process and demonstrate coping skills, empowering service users to actively participate in their own recovery.
- To assist and advise individuals in managing their own mental health on a day to day basis, for example carrying out activities of daily living such as self-care, budgeting, personal care, caring for their home, possible work roles and leisure pursuits etc..
- To provide opportunities for individual service users to direct their own recovery process, enabling them to complete their advanced care plan.
- To positively promote recovery by making links with community resources and supporting service users to access them e.g. in relation to training, education, employment, community living and leisure etc.
- To work with staff and individuals to support a smooth discharge back into the community.
- To support the team in promoting the role of Peer Support Worker and to raise awareness of what recovery means, contributing to any local research/evaluation of this new role.
- To enhance the recovery and experience of individual service users by introducing, facilitating and supporting access to a range of community based resources to meet identified needs of the individual.
- Developing a range of relevant skills including sharing own personal recovery experience on one to one or group sessions, to give hope and support service users in their recovery.
- To adopt a flexible and participative approach to innovation and change within the team.
- To maintain confidentiality at all times in line with Trust policy and adhere to Trust and Statutory Health & Safety requirements.
- To assist in providing a safe and caring environment..
- To maintain and update training as required.To undertake any other duties as may be assigned or delegated from Manager or other Senior Trust Staff.

RESPONSIBILITY:

Disciplines

Act as a positive role model for colleagues and others in relation to professional and personal conduct and practice.

Clients

To establish and maintain effective liaison/communication with service users, ensure that service user's feedback indicates the service is responsive to their needs and is a positive experience. Support individuals within the service to engage in community activities and education. To liaise directly with any local facilitates used and ensure positive relationships are maintained.

Team

To contribute to the safe and effective function of services undertaking team based responsibilities and lead roles, and active involvement during times of service development and improvement.

Actively participate in team meetings, case load reviews, and reflective practice.

Implement policies and procedures as directed by the trust/service director

Ensure that any activities undertaken are delivered as planned and in accordance with health and safety legislation and local policies and protocols.

ENVIRONMENT:

- On a daily basis provide 1-2-1 support; encourage independence, goal setting and understanding.
- To facilitate and co-facilitate therapeutic group as required.
- To assist with section 17 leave requests if applicable and as and when required
- To participate in regular supervision with manager (weekly at first and then monthly once role is established within the team) and mentoring meeting other Peer Support Workers at least monthly within ring fenced time. Peer Support workshops and group reflective supervision.
- To participate and contribute within team meetings, individual yearly appraisal and the setting of personal development goals within the job. (please insert)
- Provide accurate and up-to-date oral/written reports on the clients care and outcomes of care objectives at all times
- (Please insert any specific requirements of your team)

KNOWLEDGE TRAINING AND EXPERIENCE:

Attributes	Essential	Desirable
Qualifications		BTec/City &Guilds/NVQ level 2 in health and social care OR equivalent experience Car Driver with full UK driving licence.
Experience/Attainments	Lived experience of mental health problems, willing to positively share own life experiences. Ideally have personal experience in "telling your story" or willingness to train	Experience of working or volunteering with people with mental health problems.
Skills	Good written and verbal communication skills.	Good IT skills, including WORD,Outlook and the ability to use the RiO electronic records system, or be willing to undergo training.
Job Requirements	The ability to work a variety of hours to suit the needs of the service users and service.	
Personal Qualities	Highly motivated, progressive, innovative, respectful, open, team player, willingness to make a positive difference. Flexibility to change and innovation	

If applying for a role in the same team as has provided treatment to you, you will need to have been discharged for at least a year.

JOB SUMMARY:

The post holder will work within a multi-disciplinary team to support service users in their own recovery. The post holder will need to be flexible and adaptable whilst focusing on recovery and a patient centred approach to care. This role will require an individual who is passionate about providing the highest standard of care, can demonstrate empathy and hope through sharing their own lived experience, whilst still understanding the challenges of complexities of working with individuals suffering from mental health illness.

COMMUNICATIONS AND WORKING RELATIONSHIPS:

The post holder will work with the (please insert) team, as well as working with other agencies, specifically in relation to (please insert). The post holder will be expected to develop and maintain excellent working relationships.

STANDARDS OF BUSINESS CONDUCT:

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

HEALTH AND SAFETY:

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

SAFEGUARDING:

All staff have a duty to identify, report and record incidents of potential or actual abuse. This statement applies whether the victim is an adult or child. All queries will be addressed by the Trust Safeguarding Team.

PERFORMANCE REVIEW:

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

CONTINUOUS IMPROVEMENT:

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

THE TRUST'S MISSION STATEMENT:

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

STATEMENT OF THE TRUST'S AIMS AND VALUES:

- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.

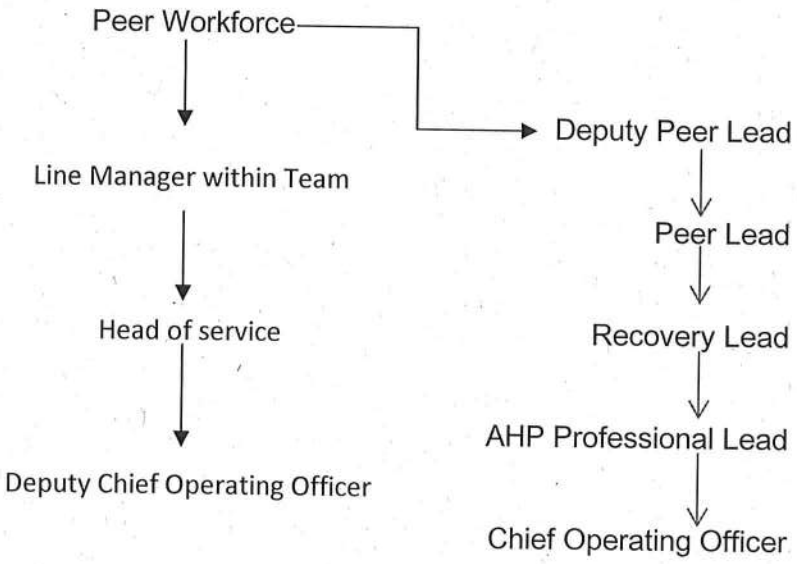
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

CONFIDENTIALITY:

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

ORGANISATION CHART:

Appointing manager to add at least 2 levels of actual structure of team and care group



The post holder will report to the Team Manager regarding the fulfilment of the role, whilst receiving supervisions from and identified qualified member of staff within the team regarding case load and how the role is best utilised. Overall the post holder will be accountable in the Service line in which the post is appointed.

The post holder will also be part of the wider Peer Support team and have be provided with mentorship from the Peer Support Lead team. As part of this package they will be provided with group reflective supervision, workshops and communications specific to the role of Peer Support.

JOB DESCRIPTION AGREEMENT:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

Person Spec PSW band 3

KNOWLEDGE TRAINING AND EXPERIENCE:

Attributes	Essential	Desirable
Qualifications	Car driver with full UK driving license.	BTec / City & Guilds / NVQ level 2 in health and social care OR equivalent experience
Experience / Attainments	Lived experience of mental health problems, willing to positively and appropriately share own life experiences. Ideally having personal experience of secure services and trained in 'Telling your Story' or willingness to train. Experience of using secure mental health services.	Experience of working or volunteering with people with mental health problems.
Skills	Good written and verbal communication skills.	Good IT skills, including WORD, Outlook and the ability to use the RiO electronic records system, or be willing to undergo training.
Job requirements	The ability to work a variety of hours to suit the needs of the service users and the service.	
Personal qualities	Flexibility to change and innovation	

DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)

From: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 28 October 2019 11:40
To: DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Cc: SMITH, Caroline (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: RE: Peer Information for Job Advertising
Attachments: Job-Description-Template - Generic Peer Support Job Description (3).doc

Hi Phoebe,

I thought you already had this. I have been on leave so haven't picked this up until now. Can this still be reviewed?

Many thanks,

Natalie Livesey
Peer Support Lead
Kent & Medway Partnership Trust
Office: 01227 812357 Mobile:07904 321665
Working Days:
Monday, Wednesday & Friday

From: DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 21 October 2019 10:19
To: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Cc: SMITH, Caroline (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: RE: Peer Information for Job Advertising

Hi Natalie,

I'm processing everything for Friday's evaluation and I still don't have the job description for this one. It won't be able to be evaluated with this I'm afraid. Could you send it through today if possible?

Many thanks

Phoebe

Phoebe Duarte
Human Resources Assistant
☎ 01622 724146 ✉ phoebe.duarte@nhs.net

From: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 26 September 2019 13:11
To: DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: RE: Peer Information for Job Advertising

Hi phoebe,

No problem. Please see attached.

Many thanks,

Natalie Livesey
Peer Support Lead
Kent & Medway Partnership Trust
Office: 01227 812357 Mobile:07904 321665
Working Days:
Monday, Wednesday & Friday

From: DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 24 September 2019 09:34
To: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: RE: Peer Information for Job Advertising

Hi Natalie,

In all the backwards and forwards I cannot find the job description! Are you able to send it again please so I can speak to Glen.

Thanks

Phoebe

From: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 23 September 2019 13:42
To: DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: RE: Peer Information for Job Advertising

Hi Phoebe,

Thank you for working on this. It's a tricky one as the current processes don't really allow for these unique cases. Hopefully we get a clear plan of what to do next.

Thanks again for your help.

Natalie Livesey
Peer Support Lead
Kent & Medway Partnership Trust
Office: 01227 812357 Mobile:07904 321665
Working Days:
Monday, Wednesday & Friday

From: DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 23 September 2019 13:37
To: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: RE: Peer Information for Job Advertising

Hi Natalie,

I've spoken to one of the HR Advisors and, as this could have budget implications across the trust, will need to speak to my manager about it. He is back in tomorrow so I'll have a chat and let you know.

Kind regards

Phoebe

Phoebe Duarte
Human Resources Assistant
Kent and Medway NHS and Social Care Partnership Trust.
Farm Villa / Hermitage Lane / Maidstone / Kent / ME16 9PH
☎ 01622 724146 ✉ phoebe.duarte@nhs.net
For Freedom of Information Requests: kmpt.ig@nhs.net

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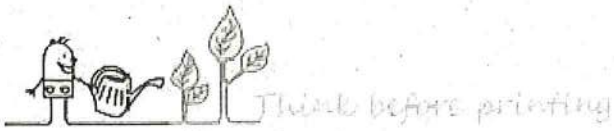
Kent and Medway NHS
NHS and Social Care Partnership Trust



From: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 23 September 2019 12:45
To: DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: RE: Peer Information for Job Advertising

Hi Phoebe,

Do you have a contact number I can give you a call on?

Many thanks,

Natalie Livesey
Peer Support Lead
Kent & Medway Partnership Trust
Office: 01227 812357 Mobile:07904 321665
Working Days:
Monday, Wednesday & Friday

From: DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 23 September 2019 11:42
To: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: FW: Peer Information for Job Advertising

Hi Natalie,

The panel meets this week and I will need to get approval so if you would like this to be evaluated please could you get the missing information to me today?

Many thanks

Phoebe

Phoebe Duarte
Human Resources Assistant

From: STEWART, Charlotte (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 11 September 2019 11:32
To: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Cc: DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: FW: Peer Information for Job Advertising

Hi Natalie

Hope you are well, please see feedback below to action and return to Phoebe . .

Thanks
C

Charlotte Stewart
HR Business Partner - Acute Care Group

Kent and Medway NHS and Social Care Partnership Trust
Eastern and Coastal Office
Littlebourne Road
Canterbury
CT1 1AZ
DD:01227 812355
Mob:07825 423058

If your email is a request for information under the Freedom of Information Act, please forward to foi@kmpt.nhs.uk

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From: DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 10 September 2019 13:31
To: STEWART, Charlotte (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: RE: Peer Information for Job Advertising

Hi Charlotte,

I'm just about to log the jobs for evaluation at the next panel but this one is missing some bits. There is no finance BP's signature on the panel form and the job description form has not been completed with all the details and an organisational chart. Could you get these over to me please?

Many thanks

Phoebe

Phoebe Duarte
Human Resources Assistant

From: STEWART, Charlotte (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 30 August 2019 10:25
To: DUARTE, Phoebe (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Cc: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST); SMITH, Caroline (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: FW: Peer Information for Job Advertising

Hi Phoebe

I've spoken to Glen and understand we are not able to get this post reviewed today but please can it be added to the next meeting on the 26th September.

Many thanks
C

Charlotte Stewart
HR Business Partner - Acute Care Group

Kent and Medway NHS and Social Care Partnership Trust
Eastern and Coastal Office
Littlebourne Road
Canterbury
CT1 1AZ
DD:01227 812355
Mob:07825 423058

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From: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 29 August 2019 17:45
To: STEWART, Charlotte (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Cc: SMITH, Caroline (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: RE: Peer Information for Job Advertising

Hi Charlotte,

Apologise for the confusion with this. I have attached the required documents to be reviewed at the job evaluation panel tomorrow (hopefully, I know its cutting it fine). I just want to get it sorted to proceed with future posts.

Many thanks,

Natalie Livesey
Peer Support Lead
Kent & Medway Partnership Trust
Office: 01227 812357 Mobile:07904 321665
Working Days:
Monday, Wednesday & Friday

From: STEWART, Charlotte (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 28 August 2019 16:13
To: HATFIELD-TUGWELL, Amanda (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST); SMITH, Caroline (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST); LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST); SPENCE, Samantha (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: RE: Peer Information for Job Advertising

Hi All

I am sorry I'm totally clear what is being asked here!? I've had a look and the JD is on the wrong template I'm afraid, below is the link to the Trusts template – if it needs to be evaluated there is some further paperwork that needs to be completed. The job evaluation panel meet monthly and the next meeting is the 30th August.

http://i-connect.kmpt.nhs.uk/search-results.htm?sitekit=true&search=job+description+template&task=search&indexname=i-connect

Happy to discuss to gain some more background if easier.
C

Charlotte Stewart
HR Business Partner - Acute Care Group

Kent and Medway NHS and Social Care Partnership Trust
Eastern and Coastal Office
Littlebourne Road
Canterbury
CT1 1AZ
DD:01227 812355
Mob:07825 423058

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From: HATFIELD-TUGWELL, Amanda (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 27 August 2019 11:54
To: SMITH, Caroline (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST); LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST); SPENCE, Samantha (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST); STEWART, Charlotte (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: FW: Peer Information for Job Advertising

Hi Caroline,

It was lovely meeting you both last week. I would say the only concern for the JD is the organisational chart is not correct & should be updated. I have highlighted the changes in Red; I have included Sam Spence my HRBP, who can advise us on the way forward as I am coming from a community perspective & wards might be slightly different. I note Sam is on leave so I am including in Charlotte who works alongside Sam in Acute.

Charlotte – please see email trail & attached JD with my red highlighted bits, not sure where we go from here, I have also included the original which has the old organisational structure included, those roles are long gone!

Thanks Amanda

Amanda Hatfield-Tugwell

Locality Manager
CMHT Thanet
Mobile: 07904 711 192

NHS
Kent and Medway
NHS and Social Care Partnership Trust

Inspected and rated Good
CareQuality Commission

From: SMITH, Caroline (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Sent: 27 August 2019 09:32
To: HATFIELD-TUGWELL, Amanda (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Cc: LIVESEY, Natalie (KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST)
Subject: Peer Information for Job Advertising

Hi Amanda

Was lovely meeting you last week.

Please find attached information on Peers as discussed ready to advertise the position.

Does this give you enough information for now? I have lots more on the role of peers and training for the team but don't want to overload you with it all now (unless you think would be useful now!)

Do come back to me if there is anything else.

Kind regards

Caroline Smith

Deputy Peer Support Lead (Tuesday, Wednesday)
Farm Villa
Maidstone
07880 728839

Peer Support Worker (Monday, Thursday, Friday)
Newhaven Lodge
Medway Maritime Hospital
01634 833886