

INFORMATION PACK

Peer Support Worker



WELCOME

Thank you for your interest in our organisations and this role. We're currently looking for a number of experienced Peer Support Workers to join our teams.

We're looking for someone who's driven to make a real difference within the local community through the delivery of services, with our charitable purpose at the centre of everything.

Teesside Mind and Darlington Mind have been working in local communities to improve mental health and wellbeing for decades. Mental health has never been as widely understood or help so widely available.

We're proud of our vibrant organisations and our staff are our most important asset. We are compassionate, trustworthy, and determined. We use evidence-based interventions, backed up by policies, training and expert support to help people lead full and happy lives.

We hope you'll be interested in joining our focussed and impactful team once you've read this pack and we look forward to meeting you.

Emma Howitt
CEO, Teesside Mind

Simon Davidson
CEO, Darlington Mind

We helped Peter set up a football team

“Teesside Mind has been a good support, knowing I could call them has been a great help. I was struggling with my mental health, playing football improved this, it feels rewarding when I am doing it. Teesside Mind gave me the confidence to keep going with the group, it feels like a group of mates, as we have been playing together for that long.”

OUR VALUES

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



We support Maggie with her mental health recovery

“I now feel like there may be a light at the end of a very dark tunnel. All I have ever wanted is to be listened to in regards to my mental health. Finally, I am being heard. The months we have worked together, gave me hope, coping mechanisms, advice and ultimately got me what I have always wanted - a diagnosis (from secondary services).”

ABOUT PEER SUPPORT

We describe peer support as when people with shared experiences connect to build safe, trusting and non-judgemental relationships through which they learn and grow together.

Paid peer support workers in mental health settings have experience of mental health problems and accessing mental health services, and are employed, trained and supported to use their experiences to support others.

About This Role

Teesside Mind and Darlington Mind are really pleased to be recruiting Peer Support Workers to new roles within our recovery-based services across the Tees Valley.

These roles are part of our Community Transformation work in the Tees Valley and will be part of an exciting new collaborative service in partnership with TEWV NHS Trust who will have peer workers in their Community Mental Health Teams.

Community Transformation is part of the NHS Long Term Plan and represents a shift in the way we deliver care. It considers the whole person, beyond their diagnosis, and what the whole system has to offer, including primary care, local authority, voluntary care sector, alongside families and friends. We are working together to ensure we collectively deliver trauma-informed, person-centred care to meet an individual's wide-ranging needs.

Role Purpose

You will work with individuals who have accessed a mental health recovery-based service within Teesside Mind, Darlington Mind or similar, and you will be an integrated and valued member of the wider team.

Drawing on your own experience of mental health problems, you will 'walk alongside' others on their journey and will inspire hope and belief that recovery is possible.

You will listen non-judgementally to create safe spaces where people feel heard and approach the peer relationship with compassion and curiosity. You will recognise and value each person's strengths, diversity and expertise in themselves. You will be aware of the impacts of trauma and committed to the importance of working in ways which are sensitive to the needs of trauma survivors.

Important parts of this role also include working within the team to help people's voices be heard and to promote recovery values. You will be supported to challenge both individual and structural instances of stigma and discrimination related to mental health problems and other forms of exclusion.

At the start of the role, you will attend peer support training alongside other new team members from Mind and TEWV. This training is delivered by people with their own lived experience and experience working in peer roles.

Main Duties:

- Provide 1-1 peer support to people accessing the service
- Hold and manage a caseload efficiently
- Set up and facilitate peer support groups
- Support service developments in the teams you work in
- Work as part of a wider mental health recovery-based system to support involvement and participation of people with lived experience
- Keep up to date records using online systems in line with policies and procedures
- Manage your own diary (using Microsoft Outlook)

Knowledge and Qualifications:

- Hold NVQ Level 3 or equivalent qualification, or have ability to work with information at this level and equivalent experience of providing peer support
- Knowledge of mental health problems and mental health services
- Knowledge of the Voluntary Sector and how it works with other Statutory and Non-statutory Services
- Knowledge of CHIME model of care (desirable)
- Safeguarding and safety planning practices

Experience:

- Personal experience of mental health problems and using mental health services
- Recent experience of using own lived experience to support others, for example in a paid, volunteer or informal peer support role
- Working in a community setting (desirable)
- Working as part of a team

Skills and Competencies:

- Able to build trust and rapport both face to face and via telephone
- Excellent communication and active listening skills
- Able to share elements of own personal recovery journey in a way which is appropriate to the role and peer relationship

- Reflect on own practice and continuously develop own skills
- Reflect on own needs to maintain wellbeing at work
- Using IT, online and data management systems on an everyday basis
- Manage own time effectively

Other/Personal Qualities:

- Be passionate and enthusiastic about empowering others to thrive and recover
- Be able to inspire, motivate and instil hope in others
- Caring, compassionate and person-centred approach
- Commitment to Mind's values and objectives

Able to travel to a range of locations within each borough by own or by public transport

Main Terms and Conditions

Job Title:

Peer Support Worker

Contract:

Permanent

Responsible to:

Team Manager within Teesside Mind or Darlington Mind

Hours:

22.5 - 30 hours per week

Salary:

£25,335 per annum, pro-rata for part-time

Location:

Various locations across the Tees Valley

Disclosure:

This position is subject to a 26-week probationary period, Right to Work Check, satisfactory references and an enhanced DBS check and subsequent re-checks.



How to Apply

Teesside Mind and Darlington Mind are working in partnership to deliver this service and as such there will be roles across both organisations. If you are applying for one of the roles with Teesside Mind and have questions please email heather.watson@teessidemind.org.uk or call 01642 257020.

If you are applying for a role with Darlington Mind and have questions please email marcus.hawthorn@darlingtonmind.org.uk or call 01325 283169.

All applications can be made via the online application form.

Longlisted candidates will be invited to attend a recruitment day on 10th April 2025.

Candidates who are shortlisted from the recruitment day will be invited to interview, likely on 24th April 2025.

**Closing date for applications:
30 March 2025 by 12 noon**

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The Mind Centre,
90-92 Lothian Road,
Middlesbrough,
TS4 2QX



St Hilda's House
11 Borough Road
Darlington
DL1 1SQ