



Angus Mental Health Peer Support Workers in GP Practices Service Descriptor

Background to the Service:

The Angus Mental Health Peer Support service is a new service to provide peer support people with their mental health and wellbeing.

Peer support is defined as the help and support that people with lived experience of poor mental health and wellbeing can provide for others struggling to manage their mental health and wellbeing, built on shared personal experience and empathy.

Peer support can be social, emotional or practical support. Peer support focuses on an individual's strengths and works towards the individual's wellbeing and recovery. Peer supporters can offer a safe space for people to discuss their own mental health and wellbeing as well as provide strategies and tools to support others to manage their mental health and wellbeing.

The service is aimed at people with less complex mental health and well-being challenges. Peer support is there to bridge a link between patients and health professional and encourage individuals to seek out clinical and community resources when it is appropriate.

How is the service delivered?

Hillcrest Futures have been contracted to employ a team of Peer Support Workers and a Coordinator to work out of GP Practices in the North Locality in Angus (Forfar, Kirriemuir, Edzell, Brechin and Montrose). Peer Support Workers will be expected to work alongside GPs, Nurses and other practice staff to promote the service to people registered within the practice.

The Peer Worker role will start by assessing an individual's mental health and wellbeing. Peer Workers will then support prevention and self-management by providing self-management tools and strategies, signposting to supports in the local community and referring on to other agencies where required.

Peer Support Workers will offer a brief intervention and will provide support to adults and carers to understand their difficulties, self-manage and future plan.

Skills, Knowledge and Abilities of workers in this service:

- Lived experience of mental health and well-being challenges and the ability to share this experience with others where appropriate
- Knowledge of self- management techniques for better well-being including online resources and health promoting activities
- Ability to research local resources and make connections with other community groups, activities and resources that can support people
- Ability to engage people, make them feel at ease
- Ability to carry out an initial assessment and understand when someone may need more support than we can offer to refer people for professional mental health support
- Ability to self-manage and ask for help when needed
- Ability to promote the service to other professionals within the GP practice as well as directly to people accessing the practice
- Ability to facilitate and deliver groups that promote well-being

(Support Staff)

CONDITIONS OF SERVICE

- Hours:** **39 hours** are available, to be worked on a shift basis in accordance with the project rota which will be designed to ensure that staff are on duty at times appropriate to the clients and service delivery.
- Contract:** This is a **Permanent** post. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.
- Salary:** Salaries are paid monthly, directly into a bank account of your choice. The salary for the Co-ordinator post for **39 hours** per week is **£23,869 - £24,626 per annum.**
- Overtime:** Except for night-time call outs overtime is payable only where it is agreed in advance by the organisation.
- Pension:** Hillcrest Futures offers a pension under the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme as of 1st April 2019. Further details of the scheme are available from the payroll team.
- Health Plan:** Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.
- Annual Leave:** The holiday year runs from 1st January - 31st December. The full holiday entitlement is 32 days inclusive of public holidays. You will receive an additional 5 days over a period of 5 years up to a maximum of 37 days leave. Unit Managers will commence on 37 days.
Annual leave is calculated on a pro rata basis for part time staff.
- Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.
- Rehabilitation of Offenders Act 1974:** If you have any unspent convictions you must declare this on your application form.

In relation to 'spent' convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction/caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland's website at www.disclosurescotland.co.uk and check the 'Frequently Asked Questions'.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST FUTURES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.

SSSC Registration Staff are required to register with the SSSC in the appropriate worker category within Care at Home and Housing Support Services. SSSC registration must be obtained within 6 months of commencing the post. Failure to register within the 6 month period, may result in your contract being terminated. Staff will be responsible for maintaining their registration throughout their employment with Hillcrest Futures.

Trades Union: Employee's have the right to join a Trades Union of their choice, if they wish, although Hillcrest Futures do not recognise any Trade Union. A Staff Representative group is in place.

No Smoking Policy: Smoking is prohibited in all projects and at Head Office. Designed smoking areas are outside the buildings and should be out of view of service users. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the organisation are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

Equal Opportunities: Hillcrest Futures is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favorable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

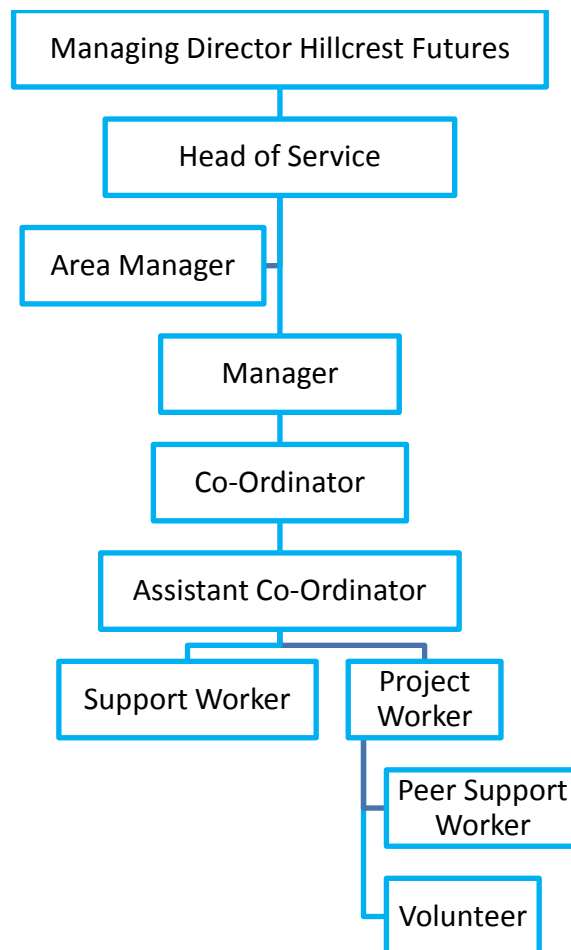
Applications: Please forward applications before the closing date

C.V.'s will not be considered.



Job Description

Job Title: Co-ordinator
Department: Hillcrest Futures
Responsible to: Manager
Responsible for: Project Workers, Peer Support Workers and Volunteers



Main purpose of post:

The Co-ordinator will be responsible for providing a comprehensive and efficient management to the service.

Under the guidance of the Manager, the Co-ordinator will provide leadership, advice, supervision and support to the staff teams in the service, and ensure that they work to the standards laid down by the Care Inspectorate, Scottish Social Services Council, (where applicable) for registered services, external commissioners and Hillcrest Futures.

The Co-ordinator will assist the Manager in the overall day-to-day management of the service, liaising with appropriate agencies as required. The Co-ordinator will deputise for the Manager.

To co-ordinate, develop and promote Hillcrest Futures Volunteer Initiative's (as appropriate to the service).

Co-ordinate the development and promotion of service user involvement initiatives within Hillcrest Futures (as appropriate to the service).

Main Duties:

1. Assist the Manager with the day-to-day operation of the service.
2. Responsible for the day to day line management of all staff within the service.
3. Responsible for ensuring that staff rotas are produced and communicated in a timely manner to team members.
4. Responsible for all HR functions relating to team members including EPDR, training, absence management and support and supervision etc.
5. Responsibility for ensuring appropriate staffing levels in line with the needs of the service.
6. Ensure that all service users are treated with dignity and respect and that they have input into service delivery and development.
7. Responsibility for ensuring that all information relating to the service is communicated to all relevant stakeholders in a timely manner.
8. Responsible for the recruitment, selection and induction of staff, Volunteers and Peer Mentors within the service.
9. As required assist Manager with the completion returns to regulatory bodies, commissioning authorities and other agencies.
10. Responsibility for leading and attending meetings relating to the service ensuring that all associated agenda's, minutes etc. are completed and circulated all interested parties.
11. In conjunction with manager responsible for the maintenance and development of information systems relating to the duties undertaken, ensuring that the information is relevant and accurate and adhere to all Hillcrest Futures policies and procedures, Commissioning Authority Service Level Agreements and National Care standards.
12. Liaise and work effectively with all parties who are involved with or contribute to the welfare of the people we support. This includes service users, carers, social workers, nursing staff, GP's, housing officers, jobcentre plus, other care providers etc.
13. Support the Manager to monitor progress and changes with regards to planned outcomes from staff intervention for service users.
14. Support the Manager to develop methods for consultation, evaluating and monitoring service user satisfaction, and 'best practice' for staff.
15. Ensure that the individuality, confidentiality, privacy, choice, rights and personal dignity of service users are respected and upheld at all times.
16. As required attend and contribute to corporate working groups.
17. For registered services ensure that the Code of Conducts for Hillcrest Futures and SSSC are communicated to staff and adhered to.
18. For registered Services ensure that all staff register with SSSC within Hillcrest time scales and maintain registration thereafter.

19. Responsibility for ensuring that service complies with all relevant health and safety guidance and regulations and undertake as appropriate, organise risk assessments to support team members and activities.
20. Ensure that all Hillcrest policies and procedures affecting the service are communicated, implemented and adhered to by team members,
21. Contribute to the development of service provision, service standards, training and the company's policies and procedures

Customer and Partnership Working:

1. Work constructively with the people we support, their families and, or carers, advocates and other stakeholders
2. In conjunction the Manager of the service, ensure appropriate and meaningful engagement and participation opportunities for service users, staff and volunteers are developed within the services.
3. Ensure that both planned and unplanned feedback is used wherever possible to constructively inform service improvement plans and that it is communicated back to staff, volunteers and the people we support
4. Ensure effective liaison with other internal teams and external stakeholders such as health and social care partnerships, housing, benefit agencies, and appropriate other agencies as and when required
5. Contribute to the completion and submission of funding activity

Service Specific Duties:

The service descriptor document is part of this Job Description and should be referenced in accordance to specific duties.

Any Other Duties:

The post holder may be required to perform duties other than those given in the job description for the post.

For any further enquiries, please contact Pauline McIntosh - pmcintosh@hillcrestfutures.org.uk

PERSON SPECIFICATION – CO-ORDINATOR

Attribute	Essential	Desirable	Method of Assessment
Experience	<ul style="list-style-type: none"> • Experience of working with volunteers and, or service user group relevant to service. • Ability to demonstrate outcomes-focused approaches and an understanding of the values and principles of co-production. • Experience of contributing at a strategic level to the on-going review and development of services • Previous supervisory experience, including staff and volunteer supervision • Proven leadership skills and qualities • Experience of delivering harm reduction interventions • Experience of delivering awareness raising campaigns • Experience of organising and implementing community based events to show case good practice • Ability to demonstrate a commitment to continuous improvement, both internally and externally. • Experience of budgeting, resource management 	<ul style="list-style-type: none"> • Experience of developing volunteers • Experience of business development approaches • Ability to lead on and participate in service monitoring, review and development meetings • Knowledge of peer mentoring approaches • Experience of delivering and evaluating training around harm reduction interventions 	Application Form Interview

	<p>and financial reporting</p> <ul style="list-style-type: none"> • Experience of dealing with staffing/volunteer issues, performance, sickness absence, time management etc. • Working knowledge of SSSC codes of practice and Care Inspectorate standards 		
Proven Competencies	<ul style="list-style-type: none"> • IT skills • Excellent communication skills both written and verbal • Good organisational skills • Creative and open to new ideas • Negotiation and networking skills • Flexible, innovative and person centred approach to working with people • Experience of project management • Experience of collaborative working • Demonstrated ability to ensure an inclusive approach to service user involvement and participation • Ability to liaise effectively with managers of services • Ability to identify and create positive working relationships with other relevant agencies in local area • Understanding of Health & Safety issues and risk 	<ul style="list-style-type: none"> • Ability to deliver presentations • Knowledge of local resources • Ability to contribute to development and delivery of training to staff teams, and organisation wide 	<p>Application Form Interview References Test / Written Exercise</p>

	assessment		
Qualifications	<ul style="list-style-type: none"> • Relevant qualification (SVQ level 4 or equivalent) in line with SSSC or funding bodies requirements or willingness to undertake. • Possession of or willingness to undertake additional management training in line with role and SSSC or funding bodies' requirements, (PDA Supervisory Management). • Where applicable - Ability to register with SSSC, and meet all registration and ongoing registration requirements within agreed timescales. 	<ul style="list-style-type: none"> • Willingness to undertake training for trainers training • Willingness to contribute to organisational training and development needs by acting as internal trainer. 	Application Form Certificates
Service Specific	<ul style="list-style-type: none"> • Please refer to Service Overview document • Hold a valid, full driving licence and have access to own car 		