



**JOB DESCRIPTION –
PEER SUPPORT WORKER
(VOLUNTEER)**

POST: Peer Support Worker (Voluntary)

RESPONSIBLE TO: Senior Advice Worker

LOCATION: Crawley Open House

HOURS: 10 Hours per week

JOB PURPOSE

- To utilise their own lived experiences to be a role model to existing clients.
- To support clients with complex and multiple needs, primarily mental health and alcohol/substance misuse, to enable them to address their issues and make positive change in their lives.
- To identify relevant support services and to offer personalised support to clients to help them engage successfully and consistently with services.
- To implement a person-centred, empowerment-led approach.

MAIN DUTIES AND RESPONSIBILITIES

1. PEER SUPPORT

1. To develop and manage a small caseload of clients who have been identified as individuals who would benefit from a Peer Support Worker.
2. To assess the individual needs of these clients, and work with the Peer Supervisor to put together a package of support to address each client's individual needs, ensuring that the assessed needs are met through individual support plans and action planning.
3. To present and deliver this package of support in such a way that the client will be motivated to engage and not be, or become, intimidated, frustrated or disenchanted with it.
4. With the Peer Supervisor, identify those who require the additional support of external agencies and to provide information, advice and an advocacy service for clients encompassing signposting to other services, liaison with housing providers, advice on law and enforcement and access to treatment (including GP, drug, alcohol and mental health services, etc.)
5. To apply personalisation approaches that empower clients to make positive choices about their future.

6. To support clients into developing the skills required to achieve sustainable, long-term engagement, minimising the risk of homelessness, with the ultimate goal of independent living.

2. GENERAL

1. To keep up to date and accurate records on all the clients on the caseload.
2. To engage as part of the Crawley Open House team and attend all relevant in-house meetings such as care plan meetings and staff meetings
3. To attend and complete all relevant mandatory and additional training
4. To ensure that you are aware of, and comply with, all Crawley Open House policies and procedures, particularly those relating to Health and Safety and Equal Opportunities.
5. To maintain confidentiality regarding clients, staff and business sensitive information in line with Crawley Open House policy and procedure and GDPR.
6. To undertake and participate constructively in induction, supervision, appraisal, meetings and relevant training.
7. To contribute positively to good team relationships and the continuous improvement of services.

THIS JOB DESCRIPTION OUTLINES THE MAIN DUTIES AND RESPONSIBILITIES OF THE POST HOLDER. THE POST MAY INCLUDE OTHER DUTIES AND RESPONSIBILITIES NOT SPECIFIED HERE.