

Peer Support Worker

Role Purpose

- To provide formalised peer support and practical assistance to people who use our services.
- To do this from a lived experience perspective of substance use or criminal justice experience to enable us to embed trauma informed recovery values within the service.
- To work collaboratively with colleagues and key stakeholder across multi-disciplinary teams, ensuring adherence with all Via policies and Safeguarding principles.

Key duties and activities of the role

- Provide high quality, person centred, low threshold services, responding to the individual and diverse needs and preferences of people who use our services and their significant others.
- Deliver harm reduction advice, guidance and education including the needle & syringe programme delivery, brief and extended recovery interventions, blood borne virus intervention, overdose prevention including naloxone programmes.
- Enable people who use our services to access education and employment services and health, wellbeing and recovery support activities and to signpost to other available services.
- Support volunteers, peer mentors and service user representatives to take an active part in Via services.
- Actively contribute to multi-disciplinary review meetings internally and externally.
- Maintain accurate and timely records using the designated case management system in compliance with our Information Governance policies and procedures.
- Work flexibly, including across multiple sites and peripatetically when required.

Person specification for the role

- Passion for and understanding of working with substance misuse services or with other socially excluded or vulnerable groups.
- Proven ability to meet deadlines, record information accurately and in a timely way and to work calmly under pressure.
- Great team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver Service objectives, as well as in working directly with service users and their significant others.
- Experience of or demonstrable ability to deliver a quality level of service to people with complex needs. This includes the ability to build relationships and engage with and support service users.
- Good IT skills including use of Microsoft Office programs and digital meeting platforms and Case Management Systems like Nebula, System One or Theseus.
- Understanding of and ability to apply excellent Safeguarding and risk management practices and a demonstrable understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical

Excellence standards for Health and Social Care and the GDPR confidentiality and privacy regulations.

- Demonstrable commitment to working in partnership with other professionals such as criminal justice agencies, community groups and other stakeholders to achieve good outcomes for our service users.
- NVQ/QCF/RCF Level 3 in Health and Social Care or equivalent. Or the ability and commitment to complete this within 1 year of employment.

Responsibilities for all Via staff

- To work within VIA values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with VIA policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone’s knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours and any other duties that may reasonably be required of you within your role.

Version Control					
Version Number	Date Salary Banded	Salary Banding	Authors Initials		
1.0	19/01/2024	4	EC	TS	CA