

**Job title:** Peer Worker Lambeth  
**Line manager:** Team Leader/ Senior Support Worker  
**Grade (if applicable):** C11  
**Direct reports:**



### Role Context:

At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care, and support to people who are socially excluded, disabled, unwell or homeless.

### Role Purpose:

This role will be based in the Lambeth Specialist Dual Diagnosis Service. We work with customers who have a dual diagnosis of significant and enduring mental health alongside drug and alcohol use.

The peer role draws on your own personal experiences of recovery to support customers who have a desire to develop their own recovery techniques. You will be supporting customers to develop a sense of hope, confidence, and acceptance, by sharing (but not imposing), their personal experiences. Our customers can exhibit behaviours which are challenging. This is often due to past trauma. Customers may have also a forensic/ offending history, and a housing need.

### Key results:

- Draw on personal experiences of overcoming mental health problems, helping others to develop coping skills.
- Provide emotional support, showing empathy, sharing experience, and inspiring hope in line with the recovery model.
- Help people to identify their strengths, personal interests, and goals.
- Support people to manage risks and develop Wellness plans to manage their recovery.
- Support people to understand their rights, responsibilities and choices and advocate on behalf of people where appropriate.
- Prioritise personal safety and work within Peabody's safeguarding procedures.
- Identify, assess, and manage risks in accordance with Peabody's policies.
- Develop mutual and reciprocal relationships while maintaining professional boundaries.
- Function as positive role models to peers, demonstrating the possibilities of recovery.
- Provide practical support including attending activities or appointments and exploring new places in the community.
- Work in 1:1 setting on a key-work basis where necessary.
- Facilitate recovery-focused groups and activities.
- Support people to develop healthy lifestyle choices.
- Promote opportunities for people to be involved in how their service is run and to be involved in upcoming training opportunities.
- Work within Peabody's confidentiality policy.

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- Work flexibly in a person-centred manner reporting to your line manager.
- Keep relevant written records of work completed and any other administration tasks.
- Undertake any other duties consistent with the above as requested by management.

**Success metrics:**

- Play an active and key role in achieving your teams' objectives.
- Be professional with other departments and stakeholders that you deal with during your work.
- Be supportive of colleagues and promote excellent team working.
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure, and quality standards.
- Keep learning and improving your practice. Be open to feedback on your performance from others, including learning from mistakes and complaints.
- Externally represent and promote Peabody by being professional and positive.
- Appreciate the importance of recording, maintaining, and managing sensitive information and data within your role.
- Protect the human rights of colleagues and customers reporting any concerns and challenging and discriminatory attitudes or practice.
- Know when and how to report an error, complaint, or any concern.
- Abide by and promote a positive health and safety culture, ensuring that activities are carried out in accordance with Peabody Health and Safety policies and procedures.
- Adhere to the organisation and social care Codes of Conduct.

**About you:**

**You will be:**

- Effective team worker.
- Able to communicate effectively with customers, staff and external agencies and refer customers to support agencies including in their local area.
- Ability and confidence to lone work.
- Knowledge of the recovery approach and/or Trauma informed practice
- Able to work with a wide range of people.
- Able to run activity sessions to support people's wellbeing.

**You will have:**

- Personal experience of mental ill health.
- Personal experience of using a support or recovery plan.
- Knowledge of the principles of recovery focused support and/or trauma informed practice.
- Able to deal with challenging situations in a calm but assertive manner.
- Able to motivate, build rapport and share personal experience with peers.
- Able and willing to promote diversity, challenge stigma and discrimination in a non-confrontational way.
- Basic computer skills - particularly for Word and Outlook and entering information onto a database.
- Good listening skills and work well with fellow team members.
- Able to identify any signs of your own wellbeing being compromised and know how to seek support.

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- Attend internal Peer Support Worker networking meetings, seminars, and conferences.
- Willingness to attend and complete a peer Support Training, and Group facilitating programmes.
- Empathy and kindness for the client group.
- Ability to provide excellent customer service including advice and assistance on life skills and move-on.
- Knowledge of Safeguarding procedures
- Knowledge of equality, diversity and inclusion for this client group and knowledge to be able to challenge discrimination and stigma.
- Knowledge of reporting repairs, and monitoring the performance of contractors

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