

Peer Support Worker

June 2025

Hertfordshire Mind Network
Dacorum Wellbeing Centre
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Hertfordshire
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info@hertfordshiremind.org

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Peer Support Worker

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role, please see our website at

<https://www.hertsmindnetwork.org/vacancies/peer-support-worker/>

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.

Being able to drive and having access to your own vehicle is absolutely essential for this role.

Please return applications to Karon Gordon by email to recruitment@hertfordshiremind.org

Due to high numbers of expected applicants, we may close this advert early.

Closing date for applications is 9th July 2025.

Interviews will be offered on a rolling basis.

Shortlisted Applicants will be notified of an interview date.

Yours sincerely

Karon Gordon

Services Manager

(Peer Support, Wellbeing and Volunteering)

Our Vision, Purpose and Values

Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

Our values

Hope

We believe in choice, freedom, change and a better future for every person experiencing mental ill health.



Together

We share learning, build relationships and connect with others to promote better mental health across our community.



Courage

We are determined, bold and unstoppable.



Responsive

We take time to listen, to learn, to share and to act.



Job Description

Job title:	Peer Support Worker
Role Ref No:	290
Salary:	£25,233 pro rata (£20,186)
Contracted hours:	30 hours per week
Contract length	One Year Fixed Term (Subject to Contract Extension)
Working base:	North or East Herts
Reports to:	Peer Support Team Lead

Background to the Post

Our Peer Support Service started 13 years ago, with 2 Wellbeing Centres offering this new service. Since then, we have seen our service grow and we now offer Peer Support across the whole of Hertfordshire. We are pleased to be able to offer an opportunity for another Peer Support Worker to join our thriving team.

Working in co-production with clients, staff, volunteers and stakeholders, we were able to create our own Peer Support Charter Values (these can be found on our website). These values form the ethos we work towards within our peer support team. These values also compliment HMN's values of Hope, Courage, Togetherness and Responsive, which form the basis of all the work we do as an organisation.

Purpose of Post

To work with the team to offer 1-1 peer support to residents of Hertfordshire. The Peer Support service provide tailored, personalised support for someone's individual needs. This includes using different tools and techniques to help an individual improve areas of their life they may be struggling with. Having a lived experience of mental health issues or supporting someone who has is a key element to what makes this service so unique. PSW's will also provide support within our Peer Support Groups, Peer Support Learning Sets and Peer Support Academy when needed.

To meet client need and work to this personalised approach, we do support people out in the community, within their home, as well as in one of our Wellbeing Centres.

Services & Staff

- To support clients in a peer support way
- To play an integral role in instilling HMN's values through our 1-1 and group support
- To attend our Peer Support training
- To attend regular monthly Peer Support meetings and other appropriate meetings where necessary
- Deliver a quality service to clients accessing Peer Support

Key Accountabilities

- To hold a 1-1 Peer Support Caseload and client caseload will be confirmed
- To establish a supportive and respectful relationship with clients and/or carers
- To provide a variety of support which could be within one of our Wellbeing Centres, out in the community or home visits countywide
- To work with and empower clients and carers
- To engage with clients and to show empathy, share experience (where appropriate), consider each person as an individual and to inspire hope
- To support individuals to identify their own achievable and realistic goals and agree objectives
- Where appropriate, to introduce a range of tools, techniques and interventions
- Support people to access community groups and other local community activities, to encourage independence and to help reduce loneliness and isolation
- Accompany clients and/or carers to appropriate appointments/meetings
- Act as a positive role model
- Work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual
- To respond to requests for advice, support and information and signpost/refer on where appropriate to both internal and external services
- To involve service users in every aspect of their support
- Carry out all mandatory training as well as ongoing training for continued professional development
- Occasional evening/weekend working may be required
- At all times to carry out every aspect of your duties to the highest standard with due regard to Hertfordshire Mind policies and procedures including the Equalities statement

Monitoring and Evaluation

- To ensure all key paperwork is completed, in line with service provision
- To understand and adhere to all HMN's safeguarding policies and procedures including making safeguarding referrals where appropriate
- To ensure all monitoring tools are used, in line with service provision
- To produce a minimum of 1 Case study each quarter
- To ensure HMN's relevant databases are accurately updated according to HMN policies and procedures

Other

- Undertake other duties as may be reasonably determined by Senior Management

See Below for Person Specification

Person Specification – Peer Support Worker		Essential/ Desirable
Practical		
Clean Driving Licence and use of own car		E
Experience		
You will need a personal understanding of mental ill health, either from your own lived experience or by caring for someone with a mental health condition		E
A good understanding of mental health conditions and an awareness of issues in mental health service provision		E
Understanding of safeguarding when working with vulnerable adults		E
Working as part of a multi-disciplinary team		E
Skills and Abilities		
Willingness to share personal experience (where appropriate)		E
Ability to deal with stressful and difficult situations in a calm and solution focused manner		E
Ability to demonstrate good written and communication skills to support people and when recording notes on our Database		E
Ability to prioritise and manage workload		E
Ability to demonstrate you are IT literate and have experience of using different platforms		E
A high degree of personal motivation and willingness to learn new skills, take on challenges and to undertake relevant training		E
Commitment to and a working knowledge of equity, equality and diversity		E
Ability to involve clients in all aspects of work		E
To work some unsocial hours		E
Qualifications		
Qualification related to health or social care		D



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