

Peer Support Worker (Social Support)

August 2026

Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

02037 273600

info@hertfordshiremind.org
www.hertfordshiremind.org

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 and our services, please see our website at

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

To apply, please submit your CV and a supporting statement to Leanne Morrissey at recruitment@hertsmindnetwork.org 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 essential for this role.

Closing date for receipt of applications is 4th September 2026.

Interviews will be held at our St Albans Wellbeing Centre on 24th and 25th September 2026.

Yours sincerely

Leanne Morrissey

Senior Lead – Complex Needs and Community



HOPE



TOGETHER



COURAGE



RESPONSIVE

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.



HOPE



TOGETHER



COURAGE



RESPONSIVE

Job Description

Job title:	Peer Support Worker
Reference Number:	355
Salary scale:	£25,233 Full Time
Contracted hours:	1 vacancy, Full Time 37.5 hours
Working base:	St Albans, Stevenage or Hatfield
Reports to:	Senior Centre Support Worker – Social Support
Contract length:	1 year fixed (subject to extension)
Checks needed:	DBS and References

Background of Post

The Social Support service delivers flexible and person-centred support across our Wellbeing Centres in St Albans, Hatfield, and Stevenage. The service is designed to respond to the individual needs of clients, supporting people to improve their wellbeing, build confidence, reduce feelings of isolation, and access community services and resources.

The role involves managing a one-to-one client caseload while contributing to the delivery of Social Support Groups. Through personalised support, the post holder will offer emotional support and empower individuals to focus on what matters most to them, working towards meaningful and achievable changes in their lives.

Purpose of Post

The Social Support service provides tailored, personalised support based on each individual needs. This includes using a range of tools and techniques to help people improve areas of their life they may be struggling with. Grounded in the values of Hope, Courage, Togetherness and Responsiveness, the service aims to empower individuals on their journey towards improved wellbeing.

As a Peer Support Worker you will:

- Offer 1-1 support in St Albans, Hatfield and Stevenage, and within other HMN Wellbeing Centres across the County depending on client need and waiting lists
- Deliver Social Support Groups within our Wellbeing Centres
- Work with clients to identify their individual needs and support them through a personalised, person-centred approach
- Support clients in a variety of settings, including within the community, their home, and our Wellbeing Centres
- Play an integral role in embedding HMN's values through our 1-1 and group support
- Play a key part in the development and delivery of our groups
- Ensure the consistent delivery of a high quality, responsive service that promotes wellbeing and positive outcomes for clients



HOPE



TOGETHER



COURAGE



RESPONSIVE

Accountability

You will be line managed by the Senior Centre Support Worker but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

- Hold and manage a one-to-one caseload, delivering personalised support in line with service provision
- Ensure all key documentation is completed accurately and in accordance with service requirements
- Ensure all monitoring tools are used, in line with service provision
- Produce a minimum of 1 Case study each quarter
- Attend regular Line Management Supervision and Clinical Supervision
- Maintain accurate and timely updates on HMN's relevant databases and systems
- Facilitate Social Support Groups within our Wellbeing Centres
- Establish a supportive and respectful relationship with clients and/or carers
- Work alongside clients and carers in an empowering way that promotes independence and self-management
- Support people to develop their own self-help, self-management and coping strategies, to support daily living
- Engage with clients in a compassionate and empathetic way, appropriately sharing lived experience to inspire hope (where appropriate)
- Support individuals to identify their own achievable and realistic goals and agree clear objectives
- Where appropriate, introduce a range of tools, techniques and interventions to support wellbeing
- Support individuals to access community groups, activities and services, to promote independence and reduce loneliness and isolation
- Accompany clients and/or carers to appropriate appointments/meetings
- Act as a positive role model, reflecting HMN's values in all aspects of the role
- Work in a way that acknowledges the personal, social, cultural and spiritual strengths and needs of the individual
- Respond to requests for advice, support and information and signpost/refer on where appropriate
- Actively involve service users in all aspects of their support to ensure a person-centred approach

General Responsibilities

- To ensure compliance with legal, ethical, regulatory and social requirements
- To follow all HMN safeguarding policies and procedures
- To manage personal resources and own professional development
- To ensure all duties are carried out in a manner which promotes equality and diversity
- To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.



HOPE



TOGETHER



COURAGE



RESPONSIVE

- Ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons
- All information must be maintained within the Data Protection Act
- To be an active and effective team member
- To travel as required between home, HMN Wellbeing Centres, client locations and meeting venues across the county
- To work some hours outside of normal office hours (including evenings and weekends).
- At all times to carry out every aspect of your duties with due regard to HMN policies and procedures including the Equalities statement
- To ensure HMN's values are embedded in the service
- To maintain a professional level of communication at all times
- To keep clear records and plans of all contacts with service users, professionals and meetings with external agencies
- Maintain full accountability to the project through supervision
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors

Person Specification on next page.



HOPE



TOGETHER



COURAGE



RESPONSIVE

Person Specification		Essential/ Desirable
Qualifications		
A relevant [social work, youth work or mental health qualification]		D
Evidence of continual professional development		D
Knowledge		
Understanding of delivering mental health services within a health and social care setting		E
Significant proven knowledge of models and services to meet the needs of adults with mental health needs		E
Significant proven skills around working with adults with mental health needs		E
Demonstrable understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults, Safeguarding [Children] and the Mental Health Act		D
Understanding of the principles of trauma informed care		D
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing		E
Experience		
Experience of and ability to work with people with mental health needs in 1:1 and group settings		E
Experience of creating and reviewing dynamic risk assessments and support plans, escalating needs as necessary		E
Proven experience of working to deadlines, and achieving outcomes against targets		E
Previous lived experience of mental ill health		D
Skills and Abilities		
Ability to deal with stressful and difficult situations in a calm and solution focused manner		E
Strong ability to prioritise, plan and manage workload in an autonomous way		E
Confident and effective communicator (both written and verbal), who can adapt their style to meet the needs of people and engage with others		E
High level report writing skills, with the ability to record sensitive information, when recording details on our Database		E
Highly motivated and able to learn quickly, willing to seek advice appropriately and actively participate in supervision and training as required		E
Creative and flexible approach to working with individuals		E
Practical		
Excellent IT skills including Word, Outlook, Excel and Teams, with proven ability to input and extract information into online databases.		E
Ability to learn new digital systems quickly		E
Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide		E
Personal Circumstances		
Ability to work unsocial hours to deliver this service		E


HOPE

TOGETHER

COURAGE

RESPONSIVE

Show flexibility in working location due to the requirement to provide services around Hertfordshire	E
--	---

August 2026



Hertfordshire Mind Network
501 St Albans Road, Watford, WD24 7RZ
info@hertfordshiremind.org
T: 020 3727 3600
www.hertfordshiremind.org
Registered Charity Number 1112487