

Peer Support Worker

July 2026

Hertfordshire Mind Network
Watford Wellbeing Centre
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Hertfordshire
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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 and our services, 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 essential for this role.

Please return applications to Karon Gordon at the above address or by email to

recruitment@hertsmindnetwork.org

Closing date for receipt of applications is 31 July 2026.

Interview dates will be confirmed

Please be aware this role may be closed earlier, due to demand.

Yours sincerely

Karon Gordon

Service Manager – Peer Support, Wellbeing and Volunteering



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.



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Job Description

Job title:	Peer Support Worker
Reference Number:	354
Salary scale:	£25,233 per annum
Contracted hours:	37.5 hours per week
Working base:	Will be Waltham Cross. Countywide travel required, depending on client need and waiting lists, with a focus on Waltham Cross and East Herts
Reports to:	Peer Support Team Lead
Contract length:	Permanent
Checks needed:	DBS and References

Background of Post

Another exciting role has become available within our Peer Support Service. The role will be combining a 1-1 client peer support caseload, as well as the opportunity of supporting our Peer Support Groups. The service started 10 years ago, with 2 Wellbeing Centres offering this new service. Since then, we have seen our service grow and develop in ways we could not have imagined. Peer Support is the key service most requested by people and we now offer this in all of our 7 Wellbeing Centres across Hertfordshire. HMN's values of Hope, Courage, Togetherness and Responsive form the basis of all the work we do.

Hertfordshire Mind Network provide a range of training opportunities, including our Peer Support Academy. Working in co-production with clients, staff, volunteers and stakeholders, we were able to create our own Peer Support Charter Values and these values form the ethos we work within our peer support team and the 2 academy courses we run which are: The Foundations of Peer Support and Supporting Others in a Peer Way.

Purpose of Post

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. This approach includes; Hope, Courage, Togetherness and Responsive. Peer Support is based on the recognition that there is no better person to support the path towards recovery, than someone who has walked a similar path as that person.

As a Peer Support Worker you will:

- Offer 1-1 peer support in Letchworth and within other HMN Wellbeing Centres across the County depending on client need and waiting lists
- You will help co-facilitate our online Peer Support Group
- To meet client need and work within this personalised approach
- To work with clients in the community, within their home, as well as in one of our Wellbeing Centres

- 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 play a key part in the development and delivery of our groups
- Always ensure the delivery of quality services

Accountability

You will be line managed by a Peer Support Team Lead at HMN, but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

[Bullet point the key responsibilities here]

- To hold a 1-1 Peer Support Caseload of around 22 clients
- To ensure all key paperwork is completed, in line with service provision
- To ensure all monitoring tools are used, in line with service provision
- To produce a minimum of 1 Case study each quarter
- To attend regular Line Manage Supervision and quarterly Clinical Supervision
- To ensure HMN's relevant databases are accurately updated in a timely manner • To co-facilitate our online Peer Support Group
- To establish a supportive and respectful relationship with clients and/or carers
- To work with and empower clients and carers
- To support people to develop their own self-help, self-management and coping strategies, so they are enabled to manage their own lives
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 involve service users in every aspect of their support

General Responsibilities

- To ensure compliance with legal, ethical, regulatory and social requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equality and diversity.



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- 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.
- 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 between home, HMN wellbeing centres across the county, client locations or other settings.
- 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.



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Person Specification	Essential/ Desirable
Qualifications	
A relevant [social work, youth work or mental health qualification]	D
Evidence of continual professional development	E
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 and the Mental Health Act	E
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	
You will need a personal understanding (lived experience) of mental health needs, or cared for someone who did	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
Skills and Abilities	
Ability to deal with stressful and difficult situations in a calm and solution focused manner	E
Strong ability to prioritise and manage workload, working autonomously	E
Ability to record sensitive information, when recording details on our Database	E
Confident and effective communicator (both written and verbal), who can adapt their style to meet the needs of people and engage with others	D
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
Show flexibility in working location due to the requirement to provide services around Hertfordshire	E

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