

Job Title	Peer Support Worker		
Team	Wellbeing Liaison Team	Reports to	Wellbeing Liaison Team Manager
Department	Operations	Location	Worthing / Littlehampton
Direct Reportees	N	Flexibility for home working	N
Budget responsibilities	N		

Summary of Role

1. Mentorship and Guidance in Peer Support Training

Provide guidance, support, and mentorship to trainees participating in a volunteer-based peer support training programme within our homelessness hub services. This programme is designed to train individuals to effectively support people who are experiencing homelessness. The Peer Support Mentor will play a crucial role in fostering the trainees' development, ensuring they gain the skills and confidence needed to provide compassionate and effective peer support.

2. Direct Support to Individuals Experiencing Homelessness

Provide direct support and assistance to individuals experiencing homelessness. This role involves offering peer support, building trust, and fostering a safe and welcoming environment. The ideal candidate will have lived experience of homelessness and will use this experience to connect and empower others currently experiencing homelessness.

Peer support roles help break down barriers and power imbalances that can exist between clients and staff, by coming alongside clients and using their shared experiences of homelessness, substance use and poor mental health to create meaningful therapeutic alliances that move clients positively towards recovery.

Key Responsibilities

Mentorship and support

- Provide one-on-one and group mentorship to trainees, offering support and guidance throughout their peer support training programme.
- Assist trainees in understanding and applying key concepts related to peer support, including active listening, empathy, and boundary setting.
- Share personal experiences and insights to help trainees relate to and connect with those they will support.

Peer support and engagement

- Provide empathetic and non-judgemental support to individuals experiencing homelessness.
- Share personal experiences, when appropriate, to build trust and rapport with clients.
- Encourage and work alongside clients to engage with services and support available.

Client Support and Advocacy

- Support clients to access resources such as accommodation services, food, clothing, healthcare and other essential services.
- Advocate on behalf of clients to ensure they receive fair and respectful treatment from service providers.
- Support clients to navigate complex support pathways, including housing applications, healthcare services and recovery pathways.

Safety and Wellbeing

- Monitor the safety and wellbeing of clients within the hub.
- Work alongside the wider team to de-escalate conflicts using resolution techniques and trauma informant practice.
- Report any safety concerns or incident to the management team immediately.

Collaboration and Teamwork

- Contribute to a positive and supportive team culture.
- Participate in team meetings, training sessions, and supervision as required.
- Work closely with other staff, volunteers, and external service providers to ensure comprehensive support for clients.

Documentation and reporting

- Maintain accurate and up to date records, as required by the role.
- Protect client confidentiality and adhere to data protection policies.

Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
 - Health and Safety
 - Adult and Child Safeguarding, Professional Boundaries
 - DPA and Data Management
- Ensure all service policies and procedures are regularly reviewed and well embedded.
- Play an active part in the development and implementation of organisational wide policies and procedures.

Equality and Diversity

- Promote and embed a proactive approach to equality and diversity – by example and in management approach

- Participate in equalities impact assessment and review as required

General

- Maintain personal development including participation in performance reviews and training.
- Undertake any other reasonable duties required by the management team
- Maintain at all times the ethos of Turning Tides.

Specification

Candidates will be invited to interview based on the following criteria.

Knowledge and Experience

Criteria
Lived experience: personal experience of homelessness.
Experience working or volunteering in a homelessness service or related field.
Training in Peer support, Conflict Resolution, Trauma Informed Practice, and/or other related courses.
Basic knowledge of local resources and services available to individuals experiencing homelessness.
Completion of Turning Tides' peer support training programme is desirable.

Skills and abilities

Criteria
Empathy and Understanding: Strong ability to empathise with individuals facing homelessness and understand their unique challenges.
Communication: Ability to engage with clients, staff and external partners effectively and in line with our EDI and Respect & Dignity policy.
Team Player: Ability to work collaboratively within a team environment.

Specific Job Requirements

Criteria
Flexibility: Willingness to work flexible hours, including evenings, weekend, and holidays as required.