

Our Ref: NG/RM/25219  
Date: 8<sup>th</sup> July 2025

Nicola Griffiths  
Deputy Director of Governance  
North Staffordshire Combined Healthcare NHS Trust  
Lawton House  
Bellringer Road  
Trentham  
ST4 8HH

Reception: 0300 123 1535

Dear

### Freedom of Information Act Request

I am writing in response to your e-mail of the 11<sup>th</sup> June 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

#### ***Requested information:***

Under the Freedom of Information Act we would like to request the following information:

1. How many peer workers/peer mentors or similar roles does your Trust employ? **18 Peer Support Worker and 1 x Senior Peer Worker.**
2. How many senior peer worker/peer supervisor/peer development worker or similar roles does your Trust employ? **1**
3. What band(s) are your senior peer worker (or similarly titled) roles? **Band 5**
4. Can you provide a job description for these roles? **Please see Appendices 1-5 attached.**
5. Who supervises the senior peer workers in your Trust? **The Trust's Recovery and Experience lead provides support to the Senior Peer Workers.**
6. Does your Trust employ a lived experience lead/ peer support lead? **The Trust's Recovery and Experience lead provides support to the Senior Peer Worker although this is not a specified lived experience role). The Senior Peer Support Worker provides support to our band 4 & 3 PSW.**
7. If so, what band(s) are they recruited to? **Band 8a**
8. Can you provide a job description for your peer support lead (or similarly titled) role(s)? **Please see Appendix 6 attached.**
9. Did you receive any allocations via the NHSE Mental Health Programme grant funding over the last 4 years? **Yes, for three of four years.**



Chair: Janet Dawson  
Chief Executive: Dr Buki Adeyemo  
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10. How many peer workers and peer supervisors (or similarly titled roles) have you trained through the NHSE training grant funding route? **38**

11. How did the grant money help your organisation?

**The Grant funding was utilised to:**

- **Train PSW**
- **Train 6 Senior PSW in PSW supervision.**
- **Train 2 neurodiverse peers with bespoke PSW training to meet their learning needs.**
- **The backfill monies was used for training release to employ 1.0 FTE to coproduce and cofacilitate recovery education workshops in the Trust's Inpatient areas which has in turn introduced our Lived Experience Strategy Plans in Acute and Urgent Care Directorate.**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



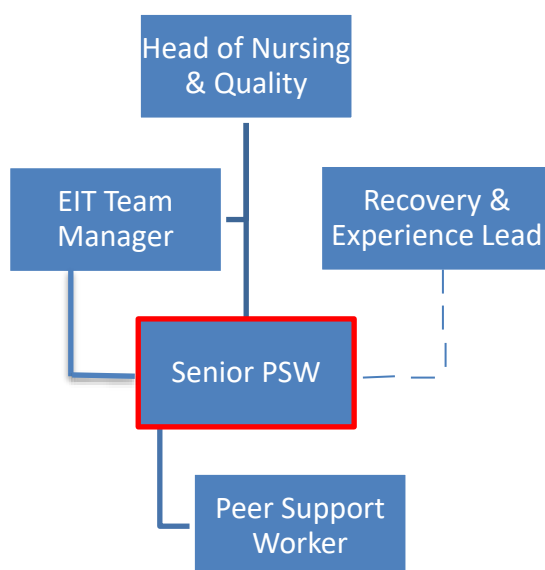
**Nicola Griffiths**  
**Deputy Director of Governance**

HR Use Only	
Job Ref:	Occ. Code

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Senior Peer Support Worker Supervisor
<b>PAY BAND:</b>	Band 5
<b>DIRECTORATE:</b>	North Staffs Community Directorate
<b>TEAM/SERVICE:</b>	Early Intervention Team/Recovery & Experience Lead
<b>BASE:</b>	The Hope Centre with some agile working across Community locations.
<b>RESPONSIBLE TO:</b>	Team manager EIT/Recovery and Experience Lead
<b>ACCOUNTABLE TO:</b>	Team manager EIT/ Recovery and Experience Lead
<b>RESPONSIBLE FOR:</b>	Support and Supervision of Peer Support Workers in NSCHT/VCSE

### Organisational Chart *(Responsible to/Accountable to/Responsible for)*



### Job Summary:

The role of Senior Peer Support Worker Supervisor (Senior PSWS) has been developed specifically for people who have lived experience of recovery from mental health challenges and also have professionally utilising these experiences within mental health settings in a Peer Support Worker capacity. In the context of NSCHT, the Senior Peer Support Worker will, with guidance from the Recovery and Experience Lead, facilitate and support the expansion of peer support worker roles across the Trust. The role will include inputting to the development and sustainability of peer support worker posts, including role definition.

The Senior PSWS will be actively involved in the recruitment of peer support workers locally and co-facilitate a range of Trust-wide learning and development opportunities; including delivery of the associated training workshops.

The post holder will provide high quality individual supervision to PSW's working within services and group supervision to Peer Support Workers across the trust. They will work alongside newly recruited peer support workers and support them in establishing their role within the multidisciplinary team.

Through sharing the wisdom of own lived experience, the Senior PSWS will inspire hope and belief that recovery is possible in others, taking a lead role in embedding recovery values within the service settings in which they work, alongside other Trust recovery champions. The post holder will act as an ambassador of recovery for the Trust with external agencies and partner organisations, co-delivering learning and development sessions to external agencies.

The role will also encompass a clinical caseload and will work with clients alongside our trust Early Intervention team/CMHT's/Community Rehab to facilitate this. The role will also involve the co-facilitation of group work to deliver support to those individuals accessing services within NSCHT.

The Senior PSWS will take an active role in the development and reporting of the peer support worker evidence base.

The Senior Peer Support Worker Supervisor will:

- Act as a recovery champion within the Trust, within Teams and be an ambassador for the Trust with external agencies and partner organisations.
- To improve the understanding of peer support across the Trust and to work with key stakeholders to identify potential risks and benefits of peer support.
- Training development and supervision of peer roles across Teams as part of the Community Mental Health Transformation and to support other Peer support workers employed externally from the trust to develop skills and knowledge base.
- To share and use lived experience in an appropriate way to break down barriers, adding to the quality of recovery orientated care.
- Facilitate and support the co-ordinated expansion of peer support worker roles across the Trust.
- Support the ongoing development and co-ordination of service user/patient involvement across the Trust and alongside external providers.

### **Key Duties/Responsibilities**

1. To work with the multi-disciplinary team alongside newly appointed peer support workers to deliver interventions to those individuals accessing NSCHT services.
2. To assume a 'coaching' and supervision role to support peer support workers.
3. To establish supportive and respectful relationships.

4. To model/mentor a recovery process and demonstrate self-management skills and techniques, using own experience of recovery.
5. To act as a role model to all to inspire hope, share life experiences and lessons learned as a person in recovery and as a peer support worker.
6. To assist individuals in managing their mental health on a day to day basis including providing support with activities of daily living such as care of self, budgeting, personal care, caring for their home and leisure activities.
7. To assist service users to identify their strengths, personal interests and goals; providing opportunities for service users to direct their own recovery process.
8. To facilitate the individual to move through and beyond services.
9. To support service users to develop Health and Wellbeing Plans encouraging individuals to connect/reconnect with family, friends, significant others and in learning how to improve or eliminate unhealthy relationships.
10. To contribute to the collaborative assessment, planning, implementation and review of care with the multi-disciplinary team; encouraging the peer support worker to co-produce care plans and risk/safety management plans where applicable.
11. To assist peer support workers to effectively support individuals to maintain their mental and physical wellbeing; including providing practical support with all aspects of their daily lives.
12. To positively promote and support service users in the community by maintaining extensive knowledge and links with community resources and actively supporting service users to access opportunities of their choice.
13. To accept and respect personal beliefs, uniqueness and identity, in line with Trust values.
14. To deputise and support delivery of coproduced workshops in the absence of Wellbeing college coordinator.

### **Specialist/technical requirements**

Lived experienced as a service user

### **GENERIC CLAUSES**

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

### **Trust Values:**

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

NSCHCT Peer Support Worker JD & PS

Proud to CARE:

**Compassionate**

- Caring with compassion, it's about how we listen, what we say, what we do.

**Approachable**

- Friendly, welcoming, sharing ideas and being open

**Responsible**

- Taking personal and collective responsibility, being accountable for our actions

**Excellent**

- Striving for the best, for high-quality safe care and continually improving

**Health & Safety:**

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

**Infection Control:**

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

**Risk Management:**

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

**Data Security:**

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

**Confidentiality:**

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

**Equality & Diversity:**

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

**Safeguarding:**

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to

attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

### **Codes of Conduct and Accountability:**

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

### **Raising Concerns**

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

### **Registration:**

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

### **Disclosure & Barring Service (DBS)**

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

### **THE TRUST OPERATES A NO SMOKING POLICY**

EMPLOYEE

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

## Person Specification

	Essential	Desirable	Method of assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Evidence of degree level higher education and/or evidence of English language literacy and numeracy skills to the standard necessary to provide clear, understandable records on computerised system (Lorenzo) and fulfil job description.</li> <li>Completion of Care Certificate</li> <li>Completion of level 2 accredited Peer Mentor training programme.</li> <li>Completion of Peer supervisor training.</li> <li>Willingness to develop self and evidence of continued development e.g undertake relevant training at level 4/5</li> <li>Completion of own Health and Wellbeing Recovery Action Plan (WRAP) and or advanced statement and evidence of further training in relation to recovery principles</li> </ul>	<ul style="list-style-type: none"> <li>Related Health or Social Care Qualification</li> <li>Coaching skills training</li> <li>Accredited coaching qualification</li> <li>Supervision skills training</li> </ul>	Application form / interview / assessment
<b>Experience</b>	<ul style="list-style-type: none"> <li>Personal lived experience of mental health problems</li> <li>Experience of recovering a meaningful life</li> <li>Experience of being in a supportive and enabling role</li> <li>Experience of using a range of self – management or recovery tools and technique.</li> <li>Independent living</li> <li>Experience of working as a peer support worker.</li> <li>Experience of team working</li> <li>Experience of delivering training and presentations to a wide audience.</li> <li>Experience of supervising others (in paid or unpaid capacity).</li> <li>Experience of facilitating group activities, training and presentations to a wide range of audience.</li> </ul>	<ul style="list-style-type: none"> <li>The post holder will promote the use of a 'coaching' role to support peer support workers in identifying goals and developing personal plans.</li> <li>Experience of project development</li> <li>Experience of participating in recruitment and selection processes</li> <li>Experience of undertaking audit, evaluations and research</li> </ul>	Application form / interview / assessment
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>Knowledge of a range of interventions which can support and enable PSW's to plan and develop wellbeing and recovery plans with individuals.</li> <li>Able to relate to a wide range of people, with excellent interpersonal skills</li> <li>IT and literacy skills to the standard required for clinical record keeping and use of applications such as Microsoft Outlook, Word and PowerPoint.</li> </ul>		Application form / interview / assessment



	<ul style="list-style-type: none"> <li>• Professional in behaviour and appearance</li> <li>• Able to manage conflict and to help others do so</li> <li>• Knowledge of adult safeguarding process and risk management in order to support PSW in clinical decision making and escalation routes.</li> <li>• Self-awareness and ability to question self and effectively reflect on practice</li> <li>• Ability to act calmly and to respond in a professional manner to distress, disturbance and unpredictability</li> <li>• Reliable, flexible and good team member.</li> <li>• Able to manage stress and to plan and prioritise workload</li> <li>• Able to use own lived experience to the benefit of other PSWs and the advancement of the Trusts services.</li> <li>• Able to use supervision and guidance from colleagues appropriately</li> <li>• Ability to effectively appraise where need to seek advice and guidance and willingness and ability to do so</li> <li>• Able to take personal responsibility for own healthcare, willing to discuss, review and seek support appropriately.</li> <li>• Excellent self-management, planning and organisational skills</li> <li>• Ability to effectively challenge stigma and discriminatory practice in an effective manner.</li> <li>• Ability to communicate, enthuse and engage a broad range of stakeholders to effectively bring about change in a complex and dynamic organisation.</li> <li>• Ability to problem solve and innovate to help empower others.</li> </ul>		
<b>Other</b>	<ul style="list-style-type: none"> <li>• Capability to travel across areas of the North staffs combined healthcare demography to meet the requirements of the role</li> </ul>		Application form / interview / assessment

HR Use Only	
Job Ref:	Occ. Code
CHC_24.09-09	

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Peer Support Worker [PSW]
<b>PAY BAND:</b>	Band 3
<b>DIRECTORATE:</b>	Community Mental Health Directorate
<b>TEAM/SERVICE:</b>	North Staffs CAMHS
<b>BASE:</b>	Dragon Square Chesterton
<b>RESPONSIBLE TO:</b>	Team Manager
<b>ACCOUNTABLE TO:</b>	Service Manager
<b>RESPONSIBLE FOR:</b>	The Peer Support Worker (PSW) will provide formalised peer support and practical assistance to service users, in order for them to regain control over their lives and their own unique recovery process.

### Organisational Chart (*Responsible to/Accountable to/Responsible for*)



### Summary:

Peer support is based on the recognition that there is no better person to support young people towards emotional well-being than someone who has had a shared experience as that individual.

The Peer Support Worker (PSW) will provide formalised peer support and practical assistance to service users, in order for them to regain control over their lives and their own unique recovery process. The Peer Support Worker will come alongside a service user through their recovery journey.

Peer Support Workers work as part of the Trust multi-disciplinary teams and work in collaboration with other key stakeholders. Peer Support Workers engage with mental health service users to show empathy, share experience, inspire hope and promote recovery with the aim of assisting service users to gain and maintain

independence in the community, to raise aspirations and to develop personal goals.

The PSW will act as a recovery champion and an ambassador of recovery for the Trust with external agencies and partner organisations. There is an expectation that PSWs will be involved in the on-going development of peer roles in the Trust including the Peer Support Training Programme and evaluation.

The role will include 1:1, group work and co facilitation of Trust training packages to a varied group of learners.

PSW will work as part of the Community CAMHS team as well as working in collaboration with Partnership Agencies such as Changes and Action for Children to enable a seamless discharge from North Staffs Combined Healthcare Core CAMHS Teams.

PSW will engage with young people to show empathy, share experience, inspire hope and promote recovery and emotional well-being.

The role will include 1:1 and group work and PSW will be available to young people attending schools / colleges / work placements.

The CAMHS PSWs will play an important role in making mental health support more visible and easily accessible for children, young people and their families. They will also actively help young people to access the right support at the right time, whilst also involving them in service delivery, development and improvement initiatives.

- To provide support, and spend therapeutic time with an allocated group of children, young people and families.
- To promote and support the physical health, comfort, wellbeing and recovery of children, young people and families, and to assist them in the recovery of their difficulties.
- To assist Registered Professionals in assessments and care planning/ implementation and evaluation of individualised care plans.
- Providing routine advice on areas of knowledge/expertise, in a manner relevant to the audience and topic area ( patients, carers, complexity)
- Liaison with partner services and organisations.
- Preparation/completion of routine documents, including letters, reports, presentations and forms e.g. photocopying, filing
- Handling telephone queries including a shared responsibility for reception duties
- Assisting patients/clients/relatives during incidental contacts

#### **Key Duties/Responsibilities:**

- Communicates with children, young people and families, all members of the multi-disciplinary team and staff within internal and external agencies using a variety of methods including Information Technology.
- Regularly reports and effectively communicates the health status and care aims of children, young people and families in care records and verbal reports to Registered Health Professional staff members and other members of the multi-disciplinary team.
- Relates appropriately with children and young people, carers, colleagues and others – at all times maintaining professional boundaries.
- At all times ensures that own actions, support the equality, diversity, rights and responsibilities of individuals.
- Identifies, minimizes and reports risks of danger, harm and abuse to senior colleagues.
- To establish a supportive and respectful relationship with service users, sharing own narratives to raise aspirations to achieve individual defined goals.
- To work in direct contact with service users on a 1:1 and in group settings as agreed with team supervisor and team manager.
- To maintain professional boundaries within the context of the working relationship.
- To help individuals to identify their own achievable and meaningful recovery goals through the use of Patient Reported Outcome Measures.
- To support the coproduction and co facilitation of groups to which enable Service users' recovery journeys.
- Facilitate access to community groups and networks that enable participation in activities, to maximise service user's opportunities for socially valued roles and positive identity. To utilise principles of the CHIME recovery model (Leamy et al) as a framework for recovery beyond Trust services.
- 
- At all times minimizes risks to self and others by undertaking safe working practices.
- At all times works within agreed and established Trust policy and operational procedures.
- Works with other Trust services to promote seamless service-user person centred care from referral/admission, to transfer and discharge on identified care pathways.
- Under supervision responsible for contribution towards assessment and evaluation of planned recovery focused therapeutic activities with an identified group of children, young people and families.
- Responsible for undertaking elements of a holistic assessment, under the direction of Registered Health

Professional staff. Responsible for regularly working with children, young people and families to negotiate and review existing plans to address identified needs under the supervision of Registered Professionals.

- Works in partnership with children, young people and families to assist them in identifying activities that are meaningful to them and that support agreed health outcomes.
  - At all times takes responsibility for own personal and professional development and supports the development of colleagues, students, trainees and volunteers.
  - Ensures regular access to and use of supervision.
  - Regularly demonstrates engagement with activities to (and makes suggestions about how to) improve services.
  - Prioritising work, resolving conflicting diary appointments and schedules
  - Responsible for data entry, text processing or storage of data compiled by others, utilising paper or computer based data entry systems.
  - Frequent use VDU equipment requiring intense period of concentration.
  - Rare exposure to verbal aggression during working pattern and supported by staff at all times.
- **Responsibility for Financial and Physical Assets**
- Observes personal duty of care in relation to equipment and resources used in course of work.
- Responsibility for Research and Development
- Complete surveys as required e.g., staff survey

### **Mental effort**

- Concentration required to be able to focus on service user need for prolonged periods.
- Manage conflicting demands on time, multiple service users, telephone calls and interruptions ensuring workload is prioritised effectively.
- There is a requirement to concentrate continuously for more than half a shift on average.
- Will include sharing own patient journey which will include aspects that may have been distressing at the time and may continue to be distressing.
- Will include working in unpredictable environments.
- Will include attending meetings.
- May be required to deal with complex situations.

## Specialist/technical requirements

- To establish a supportive and respectful relationship with Young People, sharing their own narratives to raise aspirations to meet their true potential in terms of education and training.
- To work primarily in direct work with Young People on a 1:1 basis and in group settings as agreed with their Team Leader.
- To help individuals to consider education, exercise, leisure and voluntary work that aims to enhance the well-being of Young People in their identified caseload group.
- They will seek to support the young person in identifying their own achievable and meaningful recovery goals.
- To support the implementation of groups; i.e. youth clubs and school / college workshops to enable service users to write CV's and create email addresses.
- To support service users in developing other areas of pre-vocational skills.
- Draw upon own lived experience to inspire hope, model self-awareness and facilitate Young People in developing their own resourcefulness for managing their health and wellbeing.
- Facilitate access to community groups and networks that enable participation in activities, to maximise their opportunities for socially valued roles and positive identity.
- Ensure that young person's recovery goals are integrated into the Trust Care Plan/CPA process and are reviewed on a regular basis, through liaising closely with Care Co-ordinators and Therapists as necessary.
- To actively engage with colleagues and other professionals to ensure the needs of the young people are met through promoting recovery orientated, strengths based practice.
- To attend and participate in Multi-Disciplinary Team Meetings.
- To work under the regular supervision of their agreed supervisor and guidance from other professional colleagues such as Therapists, Social Workers and Team Leaders. .
- To participate within Trust peer training and peer working networks.
- To actively take responsibility for their own health and wellbeing.
- To be willing to develop self through specialist training opportunities, relevant to CAMHS as agreed with Team Leader and Service Managers.
- To ensure that all duties are carried out to the highest standard and in accordance with current quality initiatives within the team.
- To undertake other duties as may be required suitable to the banding of the post.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To be willing to develop self through specialist training opportunities, as agreed with team supervisor and team manager.

- Communication is central to the role as described in key responsibilities.
- To advocate for Service Users and Carers where appropriate.
- Co-ordinate information from different professionals, service users, families or carers, particularly in relation to recovery plans, within the scope of the role.
- Proactive use of electronic record systems to identify services involved and provide timely joined up information to support service users and clinicians.
- Information shared with others is supplied in accordance with Data Protection, Governance, Informed Consent and Confidentiality laws and policies.
- Share anonymised experiences of working with service users towards recovery (service user journey stories).
- Work with key stakeholders involved with the service user.
- Share ideas about achieving Recovery goals, drawing on own experience and a range of coping, self-help and self-management techniques.
- Support service users to attend appointments/meetings/activities of their choice, offer support in practical tasks, aligned to recovery goals.
- Support the team in promoting a recovery orientated environment by identifying activities and imparting information and education as required.

## **Training**

It is an expectation of the post that PSW will complete the Open College Network West Midlands Level 2 Award in Peer Mentoring Skills. This is designed to provide learners with the knowledge and skills needed to enable them to work with others. The qualification allows learners to develop an understanding of the aims of a peer mentoring programme and the skills required in a peer mentoring situation. This qualification will also give learners an understanding of the codes of conduct and the organisation and legal requirements to be met by a peer mentor. There is a minimum age of entry 16 years. This generally takes up to 40 hrs to complete.

## **GENERIC CLAUSES**

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

### **Trust Values:**

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

Approachable

- Friendly, welcoming, sharing ideas and being open

Responsible

- Taking personal and collective responsibility, being accountable for our actions

Excellent

- Striving for the best, for high-quality safe care and continually improving

### **Health & Safety:**

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

### **Infection Control:**

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### **Risk Management:**

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To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.



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**Equality & Diversity:**

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**Safeguarding:**

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

**Codes of Conduct and Accountability:**

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

**Raising Concerns**

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

**Registration:**

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

**Disclosure & Barring Service (DBS)**

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

**THE TRUST OPERATES A NO SMOKING POLICY**

EMPLOYEE  
SIGNATURE:

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DATE:

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## Person Specification

	Essential	Desirable	Method of assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>English language literacy and numeracy skills to the standard necessary to provide clear, understandable records on computerised system (Lorenzo) and fulfil job description.</li> <li>Willingness to develop self through engaging in Mentorship training and or other special interest training.</li> <li><b>Completion of NVQ level 3 health and social care qualification or Care certificate or employed in a role with equivalent experience.</b></li> </ul>	<ul style="list-style-type: none"> <li>Skills or ability that contributes to the skill mix of the team.</li> <li>Related Health or Social Care Qualification.</li> </ul>	Application form / interview / assessment
<b>Experience</b>	<ul style="list-style-type: none"> <li>Personal lived experience of emotional well-being / mental health problems.</li> <li>Experience of recovering a meaningful life</li> <li>Experience of being in a supportive and enabling role model.</li> <li>Experience of using a range of self – management or recovery tools and technique.</li> <li>Experience of writing content for recovery focused group work</li> <li>Experience of teaching to a varied group of learners.</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Experience of accesses Mental Health Services via the NHS or Partnership Agencies.</li> <li>Experience of team working.</li> <li>Experience of supporting others.</li> <li>Voluntary work within Youth Groups.</li> <li>Experience of working flexibly and creatively.</li> <li>Experience of group work</li> </ul>	Application form / interview / assessment
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li><b>Completion of own Health and Wellbeing Recovery Action Plan (WRAP) and or advanced statement.</b></li> <li></li> <li>Able to relate to a wide range of people, with excellent interpersonal skills</li> <li>Ability or capability to learn IT and literacy skills to the standard required for clinical record keeping</li> <li>Professional in behaviour and appearance</li> <li>Able to manage conflict and to help others do so</li> <li>Self-awareness and ability to question self and effectively reflect on practice</li> <li>Reliable, flexible and good team member.</li> <li>Able to manage stress and to plan and prioritise workload</li> </ul>	<p>Able to use I.T. to a standard required to role.</p> <p>To be able to demonstrate their own personal strategies to manage stress and emotional well-being.</p> <p>Demonstrate knowledge of local services that young people could be sign posted to as required.</p> <p>Demonstrate that they have self-awareness in when and how to accessing their own support if required in the</p>	Application form / interview / assessment

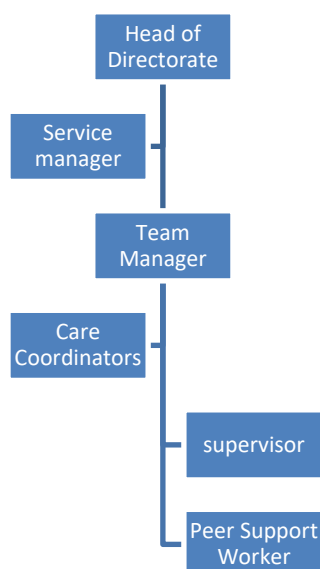
	<ul style="list-style-type: none"> <li>• Able to use own lived experience to the benefit of those using the service and the advancement of the team</li> <li>• Able to acknowledge young person's unique experience and to support them finding their own recovery.</li> <li>• Able to use supervision and guidance from colleagues appropriately</li> <li>• Ability to effectively appraise where need to seek advice and guidance and willingness and ability to do so</li> </ul>	future.	
	<ul style="list-style-type: none"> <li>• Ability to travel to community venues in North Staffordshire and Stoke and to service users home addresses for purpose of role.</li> <li>• Able to take personal responsibility for own healthcare, willing to discuss, review and seek support appropriately.</li> </ul>		
<b>Other</b>	Ability to communicate effectively with young people and have the awareness of current teenage issues and interests. Having the knowledge of local activities and groups designed to be accessed by young people.	Age range 16 - 25	Application form / interview / assessment

HR Use Only	
Job Ref:	Occ. Code
24.07-04	

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Peer Support Worker
<b>PAY BAND:</b>	Band 2
<b>DIRECTORATE:</b>	Community Directorate
<b>TEAM/SERVICE:</b>	Integrated Offender Health (IOH)
<b>BASE:</b>	The Hope Centre Hanley
<b>RESPONSIBLE TO:</b>	Team manager/ Peer co-ordinator
<b>ACCOUNTABLE TO:</b>	Team manager / Peer co-ordinator
<b>RESPONSIBLE FOR:</b>	<p>Direct working 1:1 and in group setting with service users to actively support recovery. Working as a member of IOH, under direction from your supervisor and alongside IOHs colleagues.</p> <p>Draw on lived experiences to bring hope and raise aspirations, supporting clients to engage with services to address unmet needs with an overall goal of reducing factors which may impact on their offending behaviours.</p>

### Organisational Chart *(Responsible to/Accountable to/Responsible for)*



### Job Summary:

IOH is a service which recognises that those in contact with the criminal justice system can offend for many reasons, and often have unmet needs which can impact on their offending behaviours. IOH mirrors all community pathways within the criminal justice system, from point of arrest, providing mental health treatment requirements as a sentencing option to the courts or supporting people reconnect in the community no release from a prison sentence. Key to achieving these aims is providing an enhanced offer in order to support these individuals have equitable access to the services which can meet their needs.

NSCHCT Peer Support Worker JD & PS

Peer support is based on the recognition that there is no better person to support the path towards recovery than someone who has walked the same path as that individual. As such we would actively seek peers who have lived experience of both the criminal justice system and a health and social care need, e.g. mental health, substance misuse, etc.

The Peer Support Worker will provide formalised peer support and practical assistance to service users in order for them to engage with appropriate services, develop an identity outside of the criminal justice system, regain control over their lives and their own unique recovery process. The Peer Support Worker will come alongside a service user through their recovery journey, and assist them when aspiring and considering the initial steps on their recovery journey.

Peer Support Workers work as part of IOH community pathway and work in collaboration with colleagues within the team. Peer Support Workers engage with IOH service users to show empathy, share experience, inspire hope and promote recovery with the aim of assisting service users to gain and maintain independence in the community. The Peer Support Worker will assist service users in raising aspirations and developing personal goals, with the aim to be supported and increase further social capital.

### **Key Duties/Responsibilities**

- To establish a supportive and respectful relationship with service users, sharing own narratives to raising hope for change and aspirations of live.
- To work primarily in direct work with service users on a 1:1 and in group settings as agreed with team supervisor and team manager.
- To help individuals identify strengths, interests and their own achievable and meaningful recovery goals.
- To support the implementation of groups
- To support service users in developing other areas of interest.
- Draw upon own lived experience to inspire hope, model self-awareness and facilitate service users in developing their own resourcefulness for managing their health and wellbeing.
- Facilitate access to community groups and networks that enable participation in activities, to maximise service user's opportunities for socially valued roles and positive identity.
- To actively engage with colleagues and other professionals to ensure the needs of the client group are met through promoting recovery orientated, strengths based practice.
- To attend and participate in multi-disciplinary team meetings.
- To work under the regular supervision of the team supervisor and guidance of other professional colleagues within the team.
- To participate within Trust peer training and peer working networks.
- To have an awareness of the IOH model and pathways.
- To actively take responsibility for own health and wellbeing discussing/reviewing within supervision as necessary.
- To be willing to develop self through specialist training opportunities, relevant to your role as agreed with team supervisor and team manager.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To undertake other duties as may be required suitable to the banding of the post.

### **Communication/relationships**

- Central to role as described in key responsibilities

### **Systems and Equipment**

- Use of Rio to enter clinical notes/appointments to Trust standards.
- Use ESR/LMS to update annual leave and booking training.

### **Decisions and Judgements**

- To work within clear guidelines and processes but will have some limited autonomy to plan and prioritise own work

### **Responsibility for Financial and Physical**

- Observes personal duty of care in relation to equipment and resources used in course of work.

### **Physical demands of the job**

- Ability to travel to and with service users for purpose of role.

### **Mental effort**

- Concentration required to be able to focus on service user need for prolonged periods.

### **Emotional effort**

- Regular exposure to distressing or emotional circumstances

### **Responsibility for patient/ client care**

- Key to role as described within key responsibilities above.

### **Responsibility for Policy/ Service Development**

- Follows policies in own role

### **Responsibility for HR**

- Demonstrates own activities to new or less experienced employees.

### **Responsibility for Research and Development**

- Complete surveys as required e.g. staff survey

### **Specialist/technical requirements**

Lived experienced as a service user who has experienced having an eating disorder.

### **GENERIC CLAUSES**

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

### **Trust Values:**

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

NSCHCT Peer Support Worker JD & PS

### **Approachable**

- Friendly, welcoming, sharing ideas and being open

### **Responsible**

- Taking personal and collective responsibility, being accountable for our actions

### **Excellent**

- Striving for the best, for high-quality safe care and continually improving

### **Health & Safety:**

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

### **Infection Control:**

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

### **Risk Management:**

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

### **Data Security:**

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

### **Confidentiality:**

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

### **Equality & Diversity:**

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

### **Safeguarding:**

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.



**Codes of Conduct and Accountability:**

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

**Raising Concerns**

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

**Registration:**

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**Disclosure & Barring Service (DBS)**

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**THE TRUST OPERATES A NO SMOKING POLICY**

EMPLOYEE

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

## Person Specification

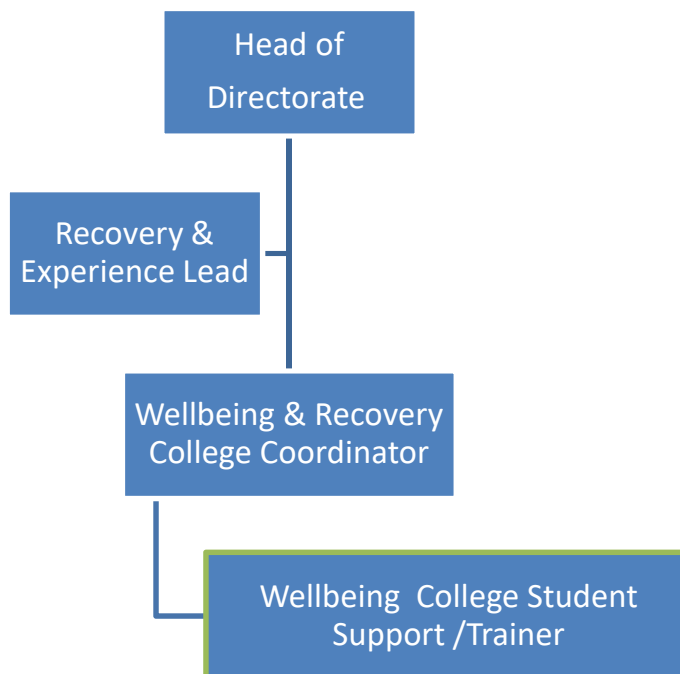
	Essential	Desirable	Method of assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>English language literacy and numeracy skills to the standard necessary to provide clear, understandable records on computerised system (Lorenzo/ Rio) and fulfil job description.</li> <li>Willingness to develop self.</li> </ul>	<ul style="list-style-type: none"> <li>Related Health or Social Care qualification</li> </ul>	Application form / interview / assessment
<b>Experience</b>	<ul style="list-style-type: none"> <li>Personal lived experience of the criminal justice system</li> <li>Personal lived experience of an additional vulnerability: mental health, substance misuse, alcohol misuse, veteran, etc.</li> <li>Experience of recovering a meaningful life</li> <li>Experience of being in a supportive and enabling role</li> <li>Experience of using a range of self – management or recovery tools and technique.</li> <li>Independent living</li> </ul>	<ul style="list-style-type: none"> <li>Experience of team working</li> <li>Experience of supporting others</li> <li>Experience of working in the public sector</li> <li>Experience of working flexibly and creatively</li> <li>Experience of group work</li> </ul>	Application form / interview / assessment
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>Able to relate to a wide range of people, with excellent interpersonal skills</li> <li>Ability or capability to learn IT and literacy skills to the standard required for clinical record keeping</li> <li>Professional in behaviour and appearance</li> <li>Able to manage conflict and to help others do so</li> <li>Self-awareness and ability to question self and effectively reflect on practice</li> <li>Reliable, flexible and good team member.</li> <li>Able to manage stress and to plan and prioritise workload</li> <li>Able to use own lived experience to the benefit of those using the service and the advancement of the team</li> <li>Able to acknowledge service users' unique experience and to support them finding their own recovery path</li> <li>Able to use supervision and guidance from colleagues appropriately</li> </ul>		Application form / interview / assessment

	<ul style="list-style-type: none"> <li>• Ability to effectively appraise where need to seek advice and guidance and willingness and ability to do so</li> <li>• Capability to travel as appropriate in working with service users</li> <li>• Able to take personal responsibility for own healthcare, willing to discuss, review and seek support appropriately.</li> </ul>		
<b>Other</b>			Application form / interview / assessment

HR Use Only
Job Ref:
CHC_22.07-05

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Wellbeing College Student Support/Trainer
<b>PAY BAND:</b>	Band 4
<b>DIVISION:</b>	Corporate Services
<b>TEAM/SERVICE:</b>	Wellbeing & Recovery College
<b>BASE:</b>	Harplands
<b>RESPONSIBLE TO:</b>	Recovery & Experience Lead
<b>ACCOUNTABLE TO:</b>	Wellbeing & Recovery College Coordinator

**Organisational Chart****Job Summary:**

In this exciting role you will have the opportunity to use your lived experience of mental health challenges to support the Wellbeing and Recovery College students (patients, carers, families, community members, staff) in their journeys towards living a more hopeful and fulfilled life. Working within a small team of Recovery College staff, you will have an important role working to assist with the development, launch and ongoing day to day delivery of the recovery college. An essential part of your role will be building working relationships with students and will involve you sharing your personal journey of recovery.

Throughout this you will receive ongoing support from within the team and training in how to successfully undertake your role. The Wellbeing & Recovery College is a co-produced and collaborative, recovery education learning environment. It aims to convey messages of hope, empowerment and opportunity to all. It aims to bring people together to realise and inspire individual

and collective potential and enhance the development of recovery-orientated services within Combined NHS Trust.

### **Key Duties/Responsibilities**

- Have an understanding of a range of physical and mental health conditions, wellbeing strategies and be able to signpost outside the remit of the college.
- Act as a role model of wellbeing & recovery within the college and be able to share own lived experience with students in an appropriate and safe way.
- Establish a supportive and respectful relationship with students, sharing own narratives to raise aspirations to access recovery education opportunities.
- To raise awareness of recovery language with all students by modelling positive strengths based, non-discriminatory, non-jargon, non-medicalised language in all areas of work and be able to apply the principles of health literacy.
- To help students to consider learning goals and support them to complete an individual learning plan and review them on a regular basis with students.
- Coach, facilitate, support students, local groups, organisations, community members, professionals and people with lived experiences to involve and have helpful conversations, consult with them regularly to seek their views to enable them to share their narrative and impact.
- Facilitate access to community groups and networks that enable participation in activities that maximise student opportunities for positive identity and socially valued roles.
- To work primarily in direct work with students on a 1:1 and in group settings as agreed with college coordinator or patient and experience lead.
- Support the delivery of open day/ registration events and would be expected to also meet with students on a 1:1 basis as necessary.
- To produce and keep up to date all support material for students, ensuring that all documentation is correct and clearly identifiable to college staff and available when required.
- To support students in developing and reviewing their Individual learning plans (ILP) to support their learning within the college.
- To identify and address additional learning supports and access needs that service users may require to enable them to undertake and complete courses. Ensuring any reasonable adjustments highlighted through ILP are met as instructed via Individual learning plans (ILP).
- Assist within the college to assist in the co-production of design and delivery of a range of recovery focussed workshops for students, their supporters and staff. This may include the co-production of course development, compiling lesson plans and presentations. This includes face to face and online content.

- To actively engage with colleagues and other professionals to ensure the needs of the student group are met through promoting recovery orientated, strengths based practice.
- To attend and participate in multi-disciplinary team meetings that contribute to the development and delivery of the student experience within the college.
- To participate within co-production and TRUST peer training and networks.
- To work within the college and Trust policies and guidelines.
- To ensure that all information and records kept, comply with Trust information governance and guidelines and in accordance with the quality initiatives within the college.
- Consult and inform the Wellbeing College Coordinator of any issues that may affect the efficient and safe running of the college.
- Contribute to the identification, management and reduction of risk in the college by being aware and having an understanding of policy and the process for managing risk – such as safeguarding and next steps such as how to escalate risk.
- To actively take responsibility for own health and wellbeing through working upon own wellness plan/advanced statement and discussing/reviewing within supervision as necessary.
- To work flexibly, may include occasional out of hours and covering colleagues' absence when required in all parts of the college. To undertake other duties as may be required suitable to the banding of the post.
- Be prepared to travel to a variety of community venues, meetings and events, locally and regionally as required.
- Be able to plan and prioritise own workload and seek support if required.
- To contribute to the development of alternative approaches to learning in line with the college developments. The classroom is not the only way to learn: Distance Learning, E Learning, Workshops, Seminars or self-help guides, Drop-In sessions, Email support or Manuals can also be used to pass knowledge onto learners. The trainers must have an awareness of such methods and be actively involved in the progression of learning methods.
- To evaluate courses and ensure that all monitoring and evaluation documents are administered, completed and returned to the administration team in a timely manner.
- To implement, as required, in accordance with Trust Guidelines, a system of gathering and analysing statistical information in relation to training activity.
- To be willing to develop self through specialist training opportunities, relevant to the college and as agreed with college coordinator.
- To work under the supervision of the college coordinator and recovery and experience lead's guidance and within the wider patient experience strategy.
- Attend regular supervision with line manager and group supervision as required.

- Work towards the objectives agreed in own Performance and Development Review.
- Regularly update professional knowledge and knowledge of developments in the physical/mental health and wellbeing field.
- To keep up to date with mandatory and statutory training as required by Trust policy.
- To contribute to activities which continue to build on a culture of shared learning and evidence based practice.
- When appropriate, to support peer support and student placements as appropriate; ensuring a good learning environment is maintained.
- May be required to provide supervision to Wellbeing & Recovery College peer facilitators but with appropriate guidance and training opportunities offered to support this, if required.
- Maintain up to date training and knowledge to effectively move and handle equipment in a safe and effective manner.

### **Specialist/technical requirements**

These will include being able to demonstrate knowledge of:

- First Aid skills
- Food Hygiene
- Health and Safety
- Moving and Handling

### **GENERIC CLAUSES**

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

## **Trust Values:**

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- Caring with compassion, it's about how we listen, what we say, what we do.

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- Friendly, welcoming, sharing ideas and being open

**Responsible**

- Taking personal and collective responsibility, being accountable for our actions

**Excellent**

- Striving for the best, for high-quality safe care and continually improving

## **Health & Safety:**

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

## **Infection Control:**

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

## **Risk Management:**

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

## **Data Security:**

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

## **Confidentiality:**

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

## **Equality & Diversity:**

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital



status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

### **Safeguarding:**

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

### **Codes of Conduct and Accountability:**

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

### **Raising Concerns**

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### **Disclosure & Barring Service (DBS)**

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## **THE TRUST OPERATES A NO SMOKING POLICY**

EMPLOYEE  
SIGNATURE:

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DATE:

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## Person Specification

	Essential	Desirable	Method of assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Diploma or equivalent eg NVQ Level 3 plus short courses, training and experience.</li> <li>• Completed of Level 2 accredited peer mentor or recovery coach training.</li> <li>• Completion of care certificate</li> <li>• Undertaken or willingness to undertake a Train the Trainer course.</li> <li>• Commitment to obtain underpinning knowledge through work based learning and mandatory training.</li> <li>• Evidence of on-going personal development.</li> </ul>	<ul style="list-style-type: none"> <li>• Basic-training Certificate</li> <li>• Training Qualification</li> <li>• Qualification in delivering learning</li> </ul>	Application form / interview / assessment
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Personal lived experience of physical/mental health problems.</li> <li>• Experience of recovering a meaningful life.</li> <li>• Experience of being in a supportive and enabling role.</li> <li>• Experience of using a range of self –management or recovery tools and techniques.</li> <li>• Experience of working as a peer support worker.</li> <li>• Experience of team working.</li> <li>• Experience of facilitating group activities, training &amp; presentations to a wide range of audiences.</li> <li>• Supporting and supervising volunteers or staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supervising others (in paid or unpaid capacity).</li> <li>• Experience of voluntary or employment role in health and social care.</li> </ul>	Application form / interview / assessment
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Knowledge and experience which can support co-producers to develop and deliver recovery education workshops.</li> <li>• Able to relate to a wide range of people, with excellent interpersonal skills.</li> </ul>	Understand the importance of relapse recognition and management.	Application form / interview / assessment

	<ul style="list-style-type: none"> <li>• The ability to communicate effectively across cultural boundaries.</li> <li>• IT and literacy skills and ability to use of applications such as Microsoft Outlook, Word and PowerPoint.</li> <li>• Professional in behaviour and appearance.</li> <li>• Able to manage conflict and to help others do so.</li> <li>• Knowledge of adult safeguarding process and risk management, decision making and escalation routes.</li> <li>• Ability to research the support available in the community.</li> <li>• Self-awareness and ability to question self and effectively reflect on practice.</li> <li>• Ability to act calmly and to respond in a professional manner to distress, disturbance and unpredictability.</li> <li>• Reliable, flexible and good team member.</li> <li>• Able to manage stress and to plan and prioritise workload.</li> <li>• Able to use own lived experience to the benefit of students and associated college staff and supporters.</li> <li>• Able to use supervision and guidance from colleagues appropriately.</li> <li>• Ability to effectively appraise where need to seek advice and guidance and willingness and ability to do so.</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Able to take personal responsibility for own healthcare, willing to discuss, review and seek support appropriately.</li> <li>• Excellent self-management, planning and organisational skills.</li> <li>• Ability to effectively challenge stigma and discriminatory practice in an effective manner.</li> <li>• Ability to communicate, enthuse and engage a broad range of stakeholders to effectively bring about change in a complex and dynamic organisation.</li> <li>• Ability to problem solve and innovate to help empower others.</li> <li>• Knowledge of the principles of recovery and social inclusion.</li> <li>• Ability to treat service users with respect and dignity at all times, adopting a culturally sensitive approach, which considers the needs of the whole person.</li> </ul>		
<b>Personal</b>	<p>Knowledge of recovery college model, values and principles.</p> <p>Be able to demonstrate</p> <ul style="list-style-type: none"> <li>• How to listen and communicate effectively.</li> <li>• How to build community links.</li> <li>• How to spend time effectively.</li> <li>• How to be empathic, compassionate and patient.</li> <li>• How to deal sensitively with distress, disturbance and unpredictability.</li> <li>• How to be non-judgmental.</li> </ul> <p>Have client centred recovery values.</p>		Application form / interview / assessment

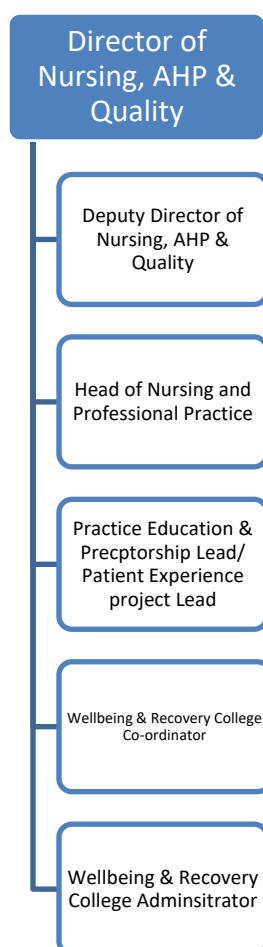
	<p>Be flexible, creative, innovative, approachable, empathic, determined and enthusiastic.</p> <p>Possess a “can do” attitude. Be reliable and punctual.</p> <p>The post holder will need to:</p> <ul style="list-style-type: none"> <li>• Be versatile.</li> <li>• Be accessible and flexible in availability.</li> <li>• Think and act calmly.</li> <li>• Demonstrate a good understanding of mental health issues.</li> <li>• Have the practical skills to assist daily living.</li> <li>• Be prepared to assist with basic practical tasks.</li> <li>• Promote the rights, responsibilities and recovery of service users</li> <li>• Engender empowerment and well-being.</li> <li>• Acknowledge diversity.</li> <li>• Promote anti discriminatory practice.</li> <li>• Maintain confidentiality.</li> <li>• Promote equal opportunities.</li> <li>• Ensure service users are treated with dignity and respect as part of their ethical practice.</li> </ul> <p>Ability to travel throughout North Staffordshire and Stoke in a time and cost effective manner.</p>		
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<b>HR Use Only</b>	
<b>Job Ref:</b>	<b>Occ. Code</b>

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Wellbeing & Recovery College Co-ordinator
<b>PAY BAND:</b>	Band 5
<b>DIRECTORATE:</b>	Nursing & Quality
<b>TEAM/SERVICE:</b>	Wellbeing & Recovery College
<b>BASE:</b>	Harplands Hospital
<b>RESPONSIBLE TO:</b>	Practice Education & Preceptorship Lead/ Patient Experience Project Lead
<b>ACCOUNTABLE TO:</b>	Director of Nursing and Quality
<b>RESPONSIBLE FOR:</b>	Ensuring and enhancing the provision of the wellbeing & Recovery college within and outside of the Trust, following core principles of the service delivery.

### Organisational Chart (*Responsible to/Accountable to/Responsible for*)



## Job Summary:

### To manage the day-to-day operation of the Recover College through,

- Understand and champion recovery working, co-production and the principles of recovery education
- Developing and maintaining enrolment processes
- Liaising with trainers and students and actively supporting their development
- Building relationships to support the college with empathy and excellent interpersonal skills
- Working autonomously and effectively to manage interpersonal challenges in the moment, whilst appropriately using supervision
- Identifying training partnerships and negotiating with trainers course production and delivery
- Termly production of college prospectus
- Organising the printing and distribution of the prospectus
- Actively promoting the college with all stakeholder groups
- Trained as a trainer in the college, producing and delivering courses
- Carrying out and supporting junior college staff in carrying out Individual Learning Plans
- Liaison with IT colleagues in developing IT data systems to support day-to-day operations and overseeing such systems
- Liaison with college evaluators/researchers
- Supervisory (day to day) management support for more junior Wellbeing & Recovery College personnel

## Key Duties/Responsibilities

The post holder will undertake the following duties and responsibilities at all times:

### Recovery College Day-to-Day Operations

1. Role model and work to core principles of the Wellbeing & Recovery College, that's under pinned by evidence base
2. Understand and champion recovery working, co-production and the principles of recovery education
3. Effective communication and liaison with trainers, including supporting trainer development, identifying training partnerships, negotiating course production and delivery hours
4. Enrolling students, organising and conducting Individual Learning Plans with empathy and the high level of interpersonal skill required
5. Planning and organising day-to-day tasks within the college and working to agreed plans for tasks required within the termly cycle
6. Liaising with IT specialists in developing and maintaining systems for day-to-day data management
7. Responsible for ensuring information required for day-to-day is up to date and organised within information systems
8. Building relationships to support the college with empathy and excellent interpersonal skills
9. Working autonomously and effectively to manage interpersonal challenges in a variety of settings, whilst appropriately using supervision
10. Identifying training partnerships and negotiating with trainers course production and delivery
11. Leading course prospectus writing and designing layout in collaboration with other recovery college personnel
12. Organising the printing and distribution of the prospectus
13. Actively promoting the college with all stakeholder groups
14. To be trained as a trainer in the college and to co-produce and co-deliver
15. Training and supporting junior college staff conducting Individual Learning Plans
16. Ensure regular and accurate workforce reports are produced according to organisational and divisional need
17. Liaison with college evaluators/researchers and actively support and contribute to relevant evaluative/research programmes

## 18. Effective use of supervision

### **Managerial**

1. Supervisory (day-to-day) management support for junior Wellbeing and Recovery College personnel
2. Set challenging, clear, achievable objectives for individuals in sphere of responsibility ensuring that these are achieved
3. Provide specialist training, advice and support on own role/responsibilities where necessary
4. Support training and induction of new staff and provides supervision of the wider team
5. Participate in the recruitment process of support staff

### **General**

1. Responsible for managing and prioritising own workload and that of more junior Wellbeing & Recovery College personnel in order to respond to the varied and unpredictable demands of college operations
2. Act independently within organisational guidelines and refers matters to manager as necessary
3. Take all possible precautions to safeguard the welfare of students, trainers, and the public by implementing all policies and procedures relating to safety and security
4. Maintain professional conduct in carrying out the responsibilities of the post treating all persons with dignity and respect
5. Responsible for safe use of own equipment
6. Actively engage in learning and personal development opportunities
7. Develop and maintains effective communication and relationships with all levels of management and with leads/colleagues/professionals in other NHS and partner organisations
8. Challenge inequalities and ensure own actions support the equality, diversity, rights and responsibilities of individuals
9. Implement policies and protocols for own work areas and make proposals to improve related services which may have an impact beyond own area
10. There is a frequent requirement for the post holder to sit or stand in a restricted position
11. There is a frequent requirement for the post holder to undertake prolonged periods of concentration and respond at short notice to requests for information
12. Exposure to distressing or emotional circumstances is a likely regular occurrence

### **Specialist/technical requirements**

1. Excellent knowledge of Microsoft office package and social media forums.
  - Microsoft Word – used for day-to-day operational work, e.g. memos and reports.
  - Microsoft Excel – used for formatting and populating complex databases in order to store and generate information relating to the role, e.g. The training of mentors and the placement of students within practice placement areas. This is subject to compliance with the GDPR, CNORIS, Caldecott guidelines and local policies regarding confidentiality.
  - Microsoft PowerPoint - to prepare and deliver presentations for information and education purposes.
  - Microsoft Publisher - preparation of flyers and certificates for training / education course.
  - Microsoft Teams – attendance at meetings and deliver training.
  - Social Media forums to promote the Wellbeing and recovery college and gain stakeholder engagement.



## GENERIC CLAUSES

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

## Trust Values:

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

## Proud to CARE:

### Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

### Approachable

- Friendly, welcoming, sharing ideas and being open

### Responsible

- Taking personal and collective responsibility, being accountable for our actions

### Excellent

- Striving for the best, for high-quality safe care and continually improving

## Health & Safety:

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

## Infection Control:

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

## Risk Management:

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

## Data Security:

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

### **Confidentiality:**

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

### **Equality & Diversity:**

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

### **Safeguarding:**

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

### **Codes of Conduct and Accountability:**

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

### **Raising Concerns**

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

### **Registration:**

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

### **Disclosure & Barring Service (DBS)**

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

## **THE TRUST OPERATES A NO SMOKING POLICY**

EMPLOYEE  
SIGNATURE: \_\_\_\_\_

DATE:

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## Person Specification

	Essential	Desirable	Method of assessment
<b>Qualifications</b>	Degree Level Qualification in a related subject or demonstrable equivalent experience, skill and knowledge as outlined below. Evidence of teaching/training or educational experience		Application form / interview / assessment
<b>Experience</b>	Personal lived experience or experience of being a carer Evidence of building effective empathic working relationships with broad range of people Experience of working with others in supporting their development Evidence of undertaking evaluation/research/audit activities Evidence of learning/educational training Evidence of understanding, producing and analysing complex data and/or written information Experience of planning, organising and scheduling activities of self and others in a pressured working environment with changing priorities		Application form / interview / assessment
<b>Knowledge and skills</b>	Understand and champion recovery working, co-production and the principles of recovery education Respectful and valuing of each individual and their strengths and contribution to shared learning Ability to develop relationships with empathy and excellent interpersonal skills Ability where necessary to skilfully challenge, assert and not compromise principles of recovery education whilst maintaining positive relationships Knowledge of basic safeguarding. Willing to train as trainer within the college and to gain other training (eg mentoring/coaching) as required. Specialist knowledge and practical experience in the analysis of complex data and information Effective organisational and problem solving skills Ability to manage complex information to identity and resolve issues and to provide clear management information Ability to understand complex interpersonal information and to be able to effectively manage challenging interpersonal dynamics and creatively problem solve Logical and methodical method of working with excellent attention to detail Able to effectively communicate and promote the college to a variety of audiences		Application form / interview / assessment

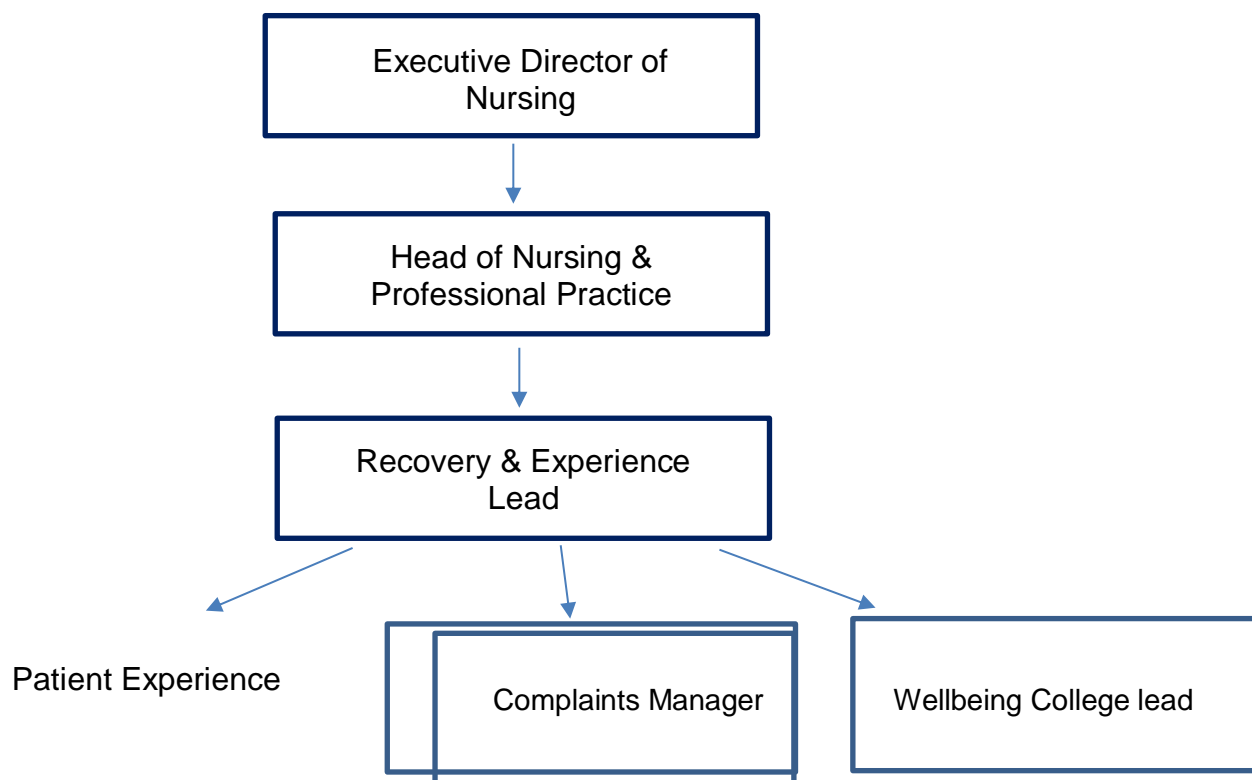
	<p>Able to work effectively in collaboration and partnership both within and outside the organisation</p> <p>Ability to work autonomously, whilst working as part of a team and using supervision appropriately</p> <p>Excellent verbal and written communication skills</p> <p>Ability to supervise and prioritise workload of others</p> <p>Advanced level skills in Microsoft Office applications (Word, PowerPoint, Excel)</p> <p>Ability to work with a range of competing priorities and achieve results within tight timescales</p> <p>Excellent time management and organisational skills</p> <p>Ability to work and maintain credibility with a full range of staff from various disciplines</p> <p>Excellent presentation skills</p>		
<b>Other</b>	<p>Positive and Proactive</p> <p>Flexible and reliable</p> <p>Ability to set priorities and work under pressure</p> <p>Ability to work autonomously to deliver relevant objectives against appropriate deadlines</p> <p>Display/model value based behaviours and act with integrity</p> <p>Highly motivated and enthusiastic to learn and develop further</p>		Application form / interview / assessment

<b>HR Use Only</b>	
<b>Job Ref:</b>	<b>Occ. Code</b>

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Recovery & Experience Lead
<b>PAY BAND:</b>	8a
<b>DIVISION:</b>	Corporate Services
<b>TEAM/SERVICE:</b>	Nursing Directorate
<b>BASE:</b>	Harplands Hospital & remotely
<b>RESPONSIBLE TO:</b>	Head of Nursing & Professional Practice
<b>ACCOUNTABLE TO:</b>	Director of Nursing
<b>RESPONSIBLE FOR:</b>	Patient Experience, PALS, Complaints & Wellbeing College

## ORGANISATIONAL CHART:



## **1. Job Summary:**

The post holder will be responsible for the leading the Trust's approach to recovery, through leading a number of key improvements relating to recovery and co-production. They will also have line management responsibility for the Trust's Wellbeing College leads, Trust's Patient Experience Team, PALS and Complaints Team.

The post holder is required to build effective relationships with partner agencies and key stakeholders. Offering specialist advice to ensure that support is provided to Trust Directorates to ensure that patient experience is central to their core business.

The post holder will drive to ensure that the Trust has appropriate arrangements (and culture) which facilitate and enhance patient and public participation in the design, running and assessment of services. This will include offering specialist co-production advice and support, including the promotion of effective patient and carer engagement in all aspects of service changes which will impact on our communities.

The post holder will have a key role in implementing the Service user and Carer Engagement Strategy through effective and innovative ways of working; ensuring that the Trust can demonstrate that it listens, learns, and improves in a way that meets patient and carer needs and provides assurance to our key stakeholders.

The post holder will oversee the delivery of effective patient experience and engagement initiatives and assurance systems in the Trust and will support the delivery of the patient experience objectives in line with the overarching strategy.

The post holder will be expected to oversee implementation of the Trusts Wellbeing College, progressing into overseeing the management of the college; ensuring that it provides a high quality service that is focussed on coproduction and co – delivery of the a course and workshop content for all who use it.

The post holder will line manage a team of Wellbeing College Facilitators to oversee the co - development, co – delivery, co - evaluation and co- promotion of the Wellbeing college courses; ensuring fidelity to the Recovery Colleges (Add Ref) model at all times.

## **2. Key Duties/Responsibilities**

### **2.1 Recovery**

- Lead the planning, development and implementation of a collaborative approach to embedding the Trusts Wellbeing College programme.
- Lead the promotion of the Wellbeing College as a key component of recovery for everyone
- Identify and lead on the development of business planning to enhance and grow Service User and Patient Experience within the Trust.
- To provide clinical leadership and advice to the Wellbeing College project, as well as managing the delivery of the Wellbeing Academy Programme; with line management responsibility to the Trusts Patient Experience Facilitator / Volunteer Coordinator and Wellbeing College Facilitators.
- Lead and take specific responsibility for the co-production of the programme and any associated resource materials used across the Organisation to attract service user, carer, staff and wider community engagement in to the Wellbeing College Programme.
- To provide professional leadership to ensure the co-development, co-delivery, co-evaluation and co-promotion of the Wellbeing college courses; ensuring fidelity to the Recovery Colleges (Add Ref) model at all times.
- To provide specialist advice and support the coordination of patient engagement and co-production in all aspects of Trust wide quality improvements and changes which impact on patients and carers.
- To oversee training in Recovery focused care and Co-production for staff throughout the Trust.

## **2.2. Patient Experience**

- The post holder will provide leadership and management of the Patient Experience Team, this includes the Patient Advice and Liaison (PALS), complaints lead, Patient Experience Facilitator / Volunteer Coordinator and Wellbeing College Facilitators.
- To develop a comprehensive range of approaches to understanding patient and carer experiences and utilising this knowledge to share good practice. This will include leading on both real-time experience, such as Friends and Family Test (FFT) and working with Directorates to develop a range of real-time and periodic patient surveys and stories to enable a comprehensive approach to feedback on patient experience and ensuring 'you said; we did' approach is well embedded.



- To contribute to the annual Quality Account through defining priorities and actions for patient and staff experience, and monitoring progress and achievement against these, in line with the Service user and Carer Engagement Strategy.
- To work collaboratively with all Trust and external stakeholders to develop a culture within the Trust where patient and carer's engagement and involvement is valued, promoted and integral to day to day clinical and operational practices.
- To enable trust wide change and innovation through the skilled application of improvement methodologies.
- To support the analysis of feedback, identifying key issues and themes to inform planning for future improvement; identifying any relevant themes from staff experience surveys, complaints and concerns in order to inform pathway improvement plans.
- To provide a link into key pathway meetings and forums in order to communicate, promote and enable the patient experience agenda inclusive of the patient experience pathway and steering groups.
- Manage the day-to-day, on-going delivery and development of the patient experience service within remit ensuring delivery of a service that is responsive, high quality, value for money and meets contractual obligations.

### **3. Specialist/technical requirements**

Accredited Co-Production Training (or working towards)

Trained in QI methodology (or working towards)

Trained in Project Manager (or working towards)

Mentorship – Level 7.

### **4. Specific Responsibilities:**

#### **4.1 Recovery:**

- Support the development and delivery of the Wellbeing College Programme.
- Develop partnerships with service user carer representatives with direct support from Patient Experience Facilitator / Volunteer Coordinator and Wellbeing Academy Facilitator to identify programme content and recruitment initiatives to the programme.
- Co-producing a shared web portal to be used to help attract attendee's onto the Wellbeing College Programme.

- Work with key stakeholders to develop a shared approach to supporting Wellbeing College programme content and recruitment to sessions. I.e. Clear communication and engagement with Directorates leads to ensure visibility and signposting into the programme; alongside recruiting individuals / organisations to support the delivery of the programme.
- Develop, with stakeholders, a shared vision and delivery plan.
- Share best practice in supporting individuals through the Well Being College Programmes.
- Work with senior stakeholders to identify deliverables to enable achievement of outcomes identified above
- To advise on developments in practice that might impact the on-going feasibility of meeting the programme objectives.
- Lead the co-design (or re-design) of processes to enable strategic business objectives to be delivered and quality of Wellbeing Programme improved.
- Design and oversee the governance of the Programme and manage all aspects of project management, including running any work streams and providing reports to the relevant Committee's.
- Support the implementation of processes and procedures to ensure the creation of an open and transparent organisation and reporting culture.
- To line manage other members of the project team as required
- To propose changes to the project and make recommendations for other projects delivery as required.
- To identify suitable Recovery Focused Care; Co-production and Co-design training and support the roll out of this Trust wide.

#### **4.2. Patient Experience:**

- To take day-to-day responsibility for key initiatives and objectives that support the delivery of a positive patient experience at the heart of the care delivery.

##### **Key initiatives and objectives include:**

- Service User & Carer Council
- Recompense
- Friends and Family Test
- Service User and Carer Engagement Strategy
- Carers involvement in the Trust.

- Patient Stories initiatives.
- Co-design and Co-production strategy
- To drive the improvements which are integral to the Service User and Carer engagement strategy:
  - Communication with service users and carers
  - Responses to service user and carer feedback
  - Person centred care planning
  - A model of learning from experience
  - Exploit opportunities for Peer Mentoring

## 5. Generic clauses

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

## 6. Trust Values:

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are Proud to CARE: Compassionate, Approachable, Responsible, Excellent



## **7. Health & Safety:**

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

## **8. Infection Control:**

In accordance with the Health Act (2006), the post holder will actively participate in the prevention and control of infection within the capacity of this role. The Act requires the post holder to attend Infection Control training on induction, regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan or appraisal.

## **9. Risk Management:**

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

## **10. Data Security:**

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

## **11. Confidentiality:**

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

## **12. Equality & Diversity:**

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

### **13. Safeguarding:**

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

### **14. Codes of Conduct and Accountability:**

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

### **15. Raising Concerns**

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

### **16. Registration:**

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

### **17. Disclosure & Barring Service (DBS)**

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

**THE TRUST OPERATES A NO SMOKING POLICY**

EMPLOYEE  
SIGNATURE:

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DATE:

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**Person Specification**

	Essential	Desirable	Method of assessment
<b>Qualifications</b>	<p>Profession specific First Degree</p> <p>Registered Health Professional.</p> <p>Evidence of Continued Professional Development.</p> <p>Accredited Co-Production Training (or working towards)</p>	<p>Post Graduate Diploma or Master's Degree (or working towards)</p> <p>NMC recognised Practice Teacher/Teacher qualification (Masters equivalent).</p>	Application form / interview
<b>Experience</b>	<p>Experience in a leadership role</p> <p>Understanding of current training for health professionals and professional issues.</p> <p>Experienced in influencing patient and carer engagement and associated improvements</p>	Involvement in clinical teaching	Application form / interview
<b>Knowledge and skills</b>	<p>Excellent interpersonal and communication skills</p> <p>Ability to work across multi-disciplinary/ multi-professional environments.</p> <p>Highly developed negotiating and influencing skills overcoming barriers to understanding, acceptance and reaching agreements.</p> <p>Ability to work without direction ,using own initiative</p> <p>Ability to interpret and analyse complex facts and situations</p> <p>Presentation skills</p> <p>Familiarity with NHS policy and direction.</p>	<p>Management of change across significant numbers of staff (i.e. students and mentors).</p> <p>Project management associated with educational change.</p>	Application form / interview

	<p>Ability to develop learning resources and programmes of learning</p> <p>Experience of audit and evaluation.</p> <p>Good Leadership skills</p>		
<b>Other</b>	<p>Demonstrate drive and energy</p> <p>Positive and proactive attitude</p> <p>Highly motivated and enthusiastic to learn/develop further</p> <p>Able to work autonomously and as part of a team</p> <p>Ability to communicate at all levels requiring tact and diplomacy to achieve results</p> <p>Ability to organise self and others</p> <p>Ability to lead and manage self and others</p>		Application form / interview