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**Job Description**

**Job title: Peer Support Worker**

**Reporting to: Peer Support Service Lead**

**Contract: Fixed Term until May 2025**

**Location: 48-52 Allcock Street, Birmingham B9 4DY**

**Hours: 3 x 18-hour posts**

**Salary: £19,838 (pro rata for part time post)**

We welcome applications from people with lived experience of some of the issues our clients face including homelessness, mental health, substance use or the criminal justice system and if you are stable in your recovery and feel motivated to use your experience to support others through a similar journey then we would love to hear from you.

There are many benefits to becoming a Peer Support Worker including access to a range of training and development opportunities, ability to shape the role according to your own individual skills and abilities, 28 days pro rata holiday entitlement, a range of wellbeing support for staff including an Employee Voice group, Wellbeing Wednesdays and access to in app support and benefits. You will receive regular check-ins from your line manager to ensure that you are well supported as you develop into this role.

**Overall purpose of job**

Our Support Centre is based in Digbeth delivering a range of services to those experiencing homelessness or who are vulnerably housed. This is a new and exciting service offering something different to address some of the challenges faced by those individuals, aiming to facilitate connection, motivate and inspire, and provide a non-judgemental, listening ear to empower those individuals to make informed choices.

The Peer Support role will be conducting outreach work within the local community to assist individuals aged 18+ who often struggle with loneliness and disconnection from society to settle into accommodation and begin to engage with support. They may have limited experience of managing tenancies and will often struggle to trust services, especially when transitioning to unfamiliar accommodation and this can result in them feeling safer on the streets within their known community, leading to reluctance to engage and share their experiences to improve their situations.

Our Peer Support Workers aim to bridge this gap, offering lighter-tough support for a successful, individualised relationship to develop which can aid the transition to independent living, including practical, health and wellbeing, social and potential employment, education and training support.

The core of the Peer Support Service lies in the relationship between the Peer Support Worker and the client, characterised by confidentiality and non-judgmental support at the individual's pace. It's a no-strings-attached relationship where the Peer Support Worker works alongside, with the client in control to facilitate opportunities for engagement with services, when they are ready at their own pace. We anticipate that central to the success of this service will be the delivery by those who have lived experience of some of the issues relevant to our client group.

**Key tasks**

1. To support people within the community, within their homes and when they are accessing services.
2. Building and maintaining trust with clients, recognising the unique challenges they face and fostering a sense of safety in the relationship.
3. To develop non-judgemental supportive relationships that enable them to build confidence and identify their goals and aspirations
4. Offering companionship and emotional support to homeless individuals, offering a listening ear and fostering a non-judgemental relationship
5. Be prepared to assist in crisis intervention and support during challenging situations, connecting individuals with appropriate professional help when needed.
6. Stay informed about issues related to homelessness, attend relevant training and share knowledge with clients to empower them in making informed decisions.
7. Assist clients in navigating available resources and services, including accommodation, community assets, food, health care and employment opportunities at a pace led by them.
8. Recognise the emotional demands of the role and prioritise self-care to maintain personal wellbeing and effectiveness in supporting others.
9. Possess strong communication skills to effectively convey information, actively listen and engage with homeless individuals in a compassionate manner.
10. Prioritise the safety of the Peer Support Worker and wellbeing of both befriender and homeless individuals, following established protocols and guidance and with an understanding of issues such as safeguarding.
11. Use your own experiences to provide empathy and support to clients in an impactful and positive way with dignity and respect.
12. Assist with data collection when required to monitor and support the impact of the service delivery
13. Actively engage with relevant training and development for your role including regular supervision and wellbeing support
14. Any other duties as required in accordance with this post

Working conditions: Working hours are between the hours of 8.30-4pm and travel expenses will be paid for any journeys taken. There may be occasions when you are required to work flexibly outside of these hours to accommodate client need