

**Mushkil Aasaan**

1st Floor (Side Entrance),

220-222 Upper Tooting Road,

Tooting, SW17 7EW

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**Full Time Peer Support Workers x 2 Posts**

**Hours**: 37.5 hours per week (full-time)

**Salary**: SP 23 £26,071

**Pension**: 3% pension contributions

**Base**: Mushkil Aasaan Community Hub, 220 Upper Tooting Road, SW17 7EW

To apply, please email [naseem@mushkilaasaan.com](mailto:naseem@mushkilaasaan.com) with the following:

* A current comprehensive CV
* A covering letter stating how you believe your skills and experience match the requirements of the role.

If you would like to have an informal chat about it, please contact Naseem Aboobaker on mobile at 07587634356

***In line with Mushkil Aasaans ethos of ‘Care for the Community by the Community’ it is essential for these roles to transcend detailed knowledge and understanding of the diverse languages, cultures, faiths and values of the Community and the dynamics and stigma that contribute to mental ill health.***

***The Peer Support Workers at Mushkil Aasaan will play a pivotal role in delivering tailored support to individuals facing emotional distress whilst focusing on their strengths and personal resources, aligning with their recovery goals and overall well-being. Our approach emphasises the use of own lived experiences with mental health challenges, whether personal or professional, to foster understanding and empathy.***

**About the Peer Support Service**:

As part of the Community Mental Health Transformation Programme, SW London & St Georges Mental Health Trust is commissioning the Peer Support Service. Mushkil Aasaan is excited to be working collaboratively with partners such as Wandsworth Carers Network and Sound Minds in delivering the Service, led by Wandsworth Mind.

The aim of the Service is to support Service Users through Peer Support for early intervention, help avoid crisis or deterioration, but also as a step down from more intensive medical support to help reintegrate with the community. Referrals will be triaged by the Integrated Delivery Hub in Wandsworth

A key aspect of this new Service is that staff use their own experience of mental health difficulties (for example through lived experience, either personal or professional, or caring for someone with mental health difficulties).

**About Mushkil Aasaan**

Mushkil Aasaan began in the early 1990s as a grassroots project driven by Muslim women's concerns for marginalized groups facing social exclusion and unmet needs. Originating from the breakdown of traditional family structures and urban migration, it evolved into a thriving Community Care Service. Committed to diversity and inclusivity, Mushkil Aasaan advocates for best practices and provides equitable services to all, regardless of background or identity.

Regulated by the Care Quality Commission it is a Specialist Provider of culturally- sensitive Domiciliary Care and End of Life. It also offers Crisis Intervention, Counselling and Family Mediation, Advocacy Services and Cost of Living Support, and Support Groups.

In promoting mental well-being, we implement a unique model of holistic support, offering management of crises and emotional distress. It aims to explore, enhance, and promote the inner strengths and resources of the individual towards a greater well-being, personal empowerment and focus.

Given its framework of reference to the diversity of cultures and languages it is well-placed in the heart of the Community in being a Wellbeing Hub. This offers a spectrum of shared activities and opportunities that enhance the overall wellbeing and sense of belonging in navigating ‘Care for the Community by the Community’.

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**PEER SUPPORT WORKER - Main Responsibilities**

* Further to referrals from Triage, to conduct a person-centred, holistic wellbeing assessment that identifies goals and develops a plan to support and sustain positive mental wellbeing.
* Work from a strength-based approach focusing on the person themselves and providing non-judgemental support, respecting diversity and their lifestyle choices.
* Supporting Service Users in identifying how to manage their daily lives and offering key resources to support their wellbeing.
* Provide help to navigate the health and wellbeing system and through person-centred approaches connect into community resources to reduce isolation and improve wellbeing.
* Delivery of short-term 1-1 Peer Support sessions with Service Users focussed on talking through their emotional challenges, building coping mechanisms and working together to meet their wellbeing goals.
* Supporting access to, and the delivery of, a variety of peer and social support groups, workshops and activities available within the wider community.
* To monitor the effectiveness of interventions offered through the routine use of outcome monitoring tools reviewed directly with Service Users.
* To maintain high levels of safeguarding awareness and to respond to risk and safeguarding issues as they arise whilst respecting the Service Users’ autonomy wherever possible.
* Work as part of the wider Peer Support team, liaising with the Community Mental Health Team, managing new referrals and working in partnership with Peer Support colleagues in partner agencies.
* To maintain accurate and up to date records of all work delivered on relevant data systems and to contribute to the monitoring and evaluation of our services
* To ensure Service Users’ voices are always central to service developments and contributing to Service Users’ participation and engagement activities in the Charity
* Undertaking direct promotion and publicity of the Charity’s services to Service Users, communities and professionals
* To attend regular clinical and line management supervision and to attend other team meetings as appropriate including occasional meetings/ training days
* To actively implement and adhere to the Charity’s policies and procedures, including equalities, inclusion and diversity, safeguarding, GDPR, Health & Safety & Service User engagement policies.
* Any other tasks, not listed here, but deemed necessary and in the interest of the Charity.

**PEER SUPPORT WORKER - Person Specification**

(E) = Essential, (D) = Desirable

**Experience and Knowledge**

* Able to draw on direct lived experience of mental health challenges, either your own or as a supporter of family or friends (E)
* Experience of providing 1-2-1 support (social, emotional or practical) to people living with a mental health condition (either professionally or personally) (E)
* Experience of facilitating group work and delivering psycho-educational material (D)
* Knowledge of mental health conditions, and the services and systems that support people experiencing mental ill health (D)

**Skills and Attitudes**

* Very strong ability to actively engage with a wide range of Service Users and an understanding of the issues people with mental health issues face in their lives.(E)
* Ability to work consistently with high levels of empathy, warmth and unconditional positive regard (E)
* Ability to communicate effectively, both verbally and in writing, with Service Users, their families, carers, community groups, partner agencies and stakeholders (E)
* Ability to identify risk and assess/manage risk when working with individuals (D)
* An understanding of the principles of confidentiality and how these apply when handling service user information (E)
* A working understanding of the principles of equality, inclusion & diversity and a commitment to providing an inclusive, culturally sensitive service (E)
* Flexible attitude including a willingness and ability to offer a range of mental health support and to contribute to new initiatives and ways of working (E)
* Commitment to working collaboratively with Service Users as full partners in any approach & to supporting user engagement in Mind in Wandsworth(E)
* Strong IT skills including the ability to maintain accurate records, statistics and database entry (E)
* Ability to maintain professional working boundaries whilst offering flexible, compassionate support to young people (E)
* Ability to work on your own initiative and as part of a team in a busy and varied role (E)
* Willingness to attend and contribute to Peer Support team and Mind in Wandsworth meetings (E)
* Able to undertake regular travel within the London Borough of Wandsworth (E)

I have read and understood the Job Description, Person Specification and

Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

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| Name and signed by Employee: |  | Date: |  |
| Name and signed by Manager: |  | Date: |  |