

## **Job Description**

<b>Job title:</b>	Family Peer Support Mentor
<b>Directorate:</b>	Clinical
<b>Location:</b>	NHS High Intensity Service (HIS) – covering the North of England
<b>Accountable to:</b>	Deputy Operations Manager (North)/HIS Line Manager with Head of Engagement and Social Care as professional lead for Combat Stress
<b>Accountable for:</b>	Not Applicable
<b>Pay grade:</b>	Band 5
<b>Type:</b>	12 Months Fixed Term Contract – although plans are afoot to make permanent

## **Values Framework**

All staff are expected to know and understand the values of the organisation and uphold these values whilst at work.

- Together
- Focused
- Bold
- Personal

## **General Overview of Role**

- To provide Peer Support and mentoring to the adult family members of veterans involved with the NHS High Intensity Service (HIS) which will be located throughout the North of England.
- Line Management is provided by the Deputy Operations Manager (North) and the professional lead for the service is Head of Engagement and Social Care. The day to day administration and management will be provided by the NHS HIS manager.

## **Main Duties and Key Responsibilities**

- To engage adult family members on a one-to-one basis to provide support and psycho-education
- To facilitate a Peer Support Group every quarter for family members
- To record details of interactions with veterans and their families using the HIS Electronic Patient Record
- Maintain and manage a caseload of Veterans' families referred to the Peer Support Service within the HIS
- Always present a professional image and actively promote the organisation in a positive light to veterans, families, stakeholders, partner organisations and the general public.
- Actively participate in supervision and be able to reflect on interpersonal dynamics that may arise
- To participate as a dynamic and innovative member of the multi-disciplinary team
- Recognise personal and professional boundaries and work within the Combat Stress's and/or NHS HIS governance frameworks at all times
- Prepare reports about veteran groups performance and service development when necessary. Communicate such updates through varied media as required.

- Complete all mandatory training
- Treat all veterans with respect

**Other Duties**

- To attend regular Team Meetings with Combat Stress Peer Support Staff
- To participate in supervision and reflective practice sessions
- To fully understand and adhere to the policies and procedures of Combat Stress and NHS HIS
- Work in a flexible and responsive way to meet the demands of the service
- To undertake any other duties at the request of the line manager which are commensurate with the role
- To contribute to the maintenance of a healthy and safe working environment by adhering to Health and Safety policies within Combat Stress and NHS HIS
- Travel will be required

**Risk Management**

As an employee of the Charity, the postholder is required to be risk aware and readily able to identify risks faced in the course of day-to-day duties. Where a new risk is identified it is to be reported through the postholder's line manager.

Date revised

Signature of postholder

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Print name

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Date

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