

Job Description

Job title:	Peer Recovery Worker
Directorate:	Operations
Location:	Central Hub
Accountable to:	Lead Peer Support Coordinator
Accountable for:	Not Applicable
Pay grade:	Band 3
Type:	Permanent

General Overview of Role

This rewarding position as a Peer Recovery Worker (PRW) will involve directly helping veterans access Combat Stress by reaching out to them after entry into the service. Advice and support can be offered to help access virtual appointment and to complete important paperwork that is a pre-requisite for accessing clinical treatment.

The PRW will also work closely with the Peer Support Team and may on occasion deputise for the Peer Support Coordinator once trained. It is for this reason that the PRW must be a veteran.

In addition to this, under the direction of the Hub manager, the RPW will be instrumental at helping safely administer waiting lists by completing regular wellbeing checks and offering a listening ear to those that need it whilst awaiting assessment or treatment.

Main Duties and Key Responsibilities

- Initial engagement support
- Maintaining engagement throughout the care pathway, and checking in with the veterans at various points
- Supporting the Hub to safely maintain waiting lists
- Supporting a positive veteran experience of our services, by helping to address any problems (e.g., not getting on with a clinician)
- Being an advocate – helping the veteran's voice be heard (e.g., around their preferences and wishes), if support is needed
- Helping veterans to navigate through Combat Stress and other services at the same time, as appropriate
- Support Regional Peer Support Coordinator as required
- Ensuring accurate record keeping of referrals, contacts and outcomes using appropriate electronic records system
- Always present a professional image and actively promote the organisation in a positive light to veterans, families, stakeholders, partner organisations and the general public.
- Recognise personal and professional boundaries and work within the Combat Stress's governance frameworks at all times
- Prepare reports about veteran groups performance and service development when necessary.
- Complete all mandatory training
- Treat all veterans with respect

Other Duties

- 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
- Travel will be required

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

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

Print name

Date
