



MENTAL HEALTH PEER SUPPORT WORKER PERSON SPECIFICATION

Criteria	Essential	Desirable	Assessment method
QUALIFICATIONS & EDUCATION	<ul style="list-style-type: none"> • Good level of education to GCSE or above • Evidence of continuous professional development 	<ul style="list-style-type: none"> • NVQ 2 in health and social care • Adult learning qualification like PPTLS or DTTLS 	<p>Application Form (A)</p> <p>Certificates to be seen at interview (I)</p>
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working with people who have experienced mental health issues. • Experience of working with Black, Minority & Ethnic communities. • Experience of working within the voluntary sector • Experience of managing and supporting peer and project volunteers • Experience of working with a variety of stakeholders • Experience of signposting information to groups. • Experience of safeguarding 	<ul style="list-style-type: none"> • Experience of working in peer volunteer led services (e.g. MIND, Carers association) • Experience of training and supporting a team of peer volunteers • Experience co-ordinating a service • Experience of producing project monitoring reports 	<p>A & I</p>

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SKILLS & ABILITIES	<ul style="list-style-type: none"> • Ability to work independently, and as part of a team. • Ability to apply GDPR, confidentiality and safeguarding in working practices, and maintaining professional boundaries. • Ability to use a range of communication channels including telephone, zoom, etc. • Skills in design and marketing including social media (twitter, Instagram, etc.) • Good IT skills - Experience of using Microsoft Office, including Word, Excel and Outlook and the Internet • Ability to communicate effectively, both verbally and in writing in English • Good interpersonal skills with the ability to liaise with others and work flexibly as part of a team • Willingness to attend training courses as necessary, both internal and external • Ability to prioritise and organise work • Excellent organisational and administrative skills • Manage time and resources effectively and work under minimal supervision • Ability to work collaboratively with a wide variety of people 	<ul style="list-style-type: none"> • Understanding of the role of peer and project volunteers and their needs • Ability to speak community languages, e.g. Arabic, Urdu, etc • Able to develop schedules 	A & I



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OTHER REQUIREMENTS	<ul style="list-style-type: none">• Committed to the principles of equal opportunities and diversity• Highly motivated and driven by positive values, ability to motivate others• Resilient: stays focussed, works to deadlines, works well under pressure• Able to adapt to using a variety of digital platforms (for e.g., delivering sessions while working from home)	<ul style="list-style-type: none">• Skills to record and edit videos, social media content, and soundbites	A & I