



The Mental Health Service for our Community

Job description

Job title	Peer Support Worker, Head Room Café
Contract	Permanent
Hours	Up to 37.5 (flexible)
Salary	£24,283.28
Service setting	Head Room Cafe

Organisation

Jami is a mental health charity committed to providing practical and emotional support to the Jewish community, delivering services that educate, support and facilitate recovery.

Jami help people with mental illness build resilience, achieve their goals and have control over their life through Community Hubs and outreach; education and training; and bespoke recovery support plans.

Jami currently:

- Supports around 1,300 service users at any one time living with mental ill health
- Delivers approximately 27,000 separate provisions of service annually
- Operates programmes from four Community Hubs and two Enterprise Hubs across London
- Reaches thousands more people each year through education, seminars, work in schools and other organisations, and through our social enterprises.

Job purpose

Jami opened the social enterprise Head Room Café on Golders Green road. The café provides informal support, taking mental health support out of an institutional context and onto the high street. The café has developed a peer-led programme that offers opportunities for people to be part of a mutually supportive and inclusive community, in a relaxed and fun environment. The programme tackles social isolation and raises awareness of socio-relational understanding of mental health and ways of responding to distress.

We are now looking to recruit a Peer Support Worker to help develop and deliver our growing provision. This work will initially be online, and when its possible to safely gather groups of people around a table, we will also hold sessions at the Café in Golders Green. The role involves a combination of coordination, administration and facilitation.

Responsibilities

1. Draw on Intentional Peer Support Tasks and Principals and lived experience when building relationships, facilitating groups and service development. Training will be provided.
2. Develop, facilitate and co-facilitate groups and events at the café with Programme Coordinator and volunteers.
3. Be first point of contact for the café by responding to queries made through email, phone and social media.
4. Working closely with Fundraising and Marketing Team to raise awareness of café news, activities and values through drafting social media content and newsletter.
5. Ensure tools for measuring outcome and maintaining electronic records, are used during the course of working with individuals and groups.
6. Provide regular reports and case studies as required.
7. Linking in with the Community Team and other Jami services to support service users access the café. Offering adhoc support to the community team caseload.
8. Cultivate relationships with local community and other relevant communities to raise awareness of the Wellbeing programme and build good working partnerships.
9. Collaborate with other organizations and ensure that people at the café who would like support are signposted onto external health and social care organizations (voluntary and statutory).
10. Ensure confidentiality of the service and that the service users are respected at all times.
11. Maintain own personal development and keep up to date with current knowledge and health and social care agenda through reading, attending study days, conferences and meetings as appropriate.
12. Work within Health and Safety guidelines, with reference to the Lone Worker Policy and individual risk assessments.
13. Compliance with the Equality Act, and Health and Safety legislation.
14. Maintain clear, accurate individual records using Apricot database system and other relevant databases.
15. Attend regular supervision with named supervisor and group supervision.

16. Participate in the organisation's appraisal process
17. Ensure that all activities are operated in a way which is consistent with the values of Head Room Café and Jami
18. Carry out any other reasonable duties as requested by your line manager or another designated senior manager

Key relationships

- Work closely with Head Room Café Programme Coordinator, volunteers and existing café community to cultivate the community and community programme
- Work closely with Head Room Café Programme Coordinator and Marketing Team to increase awareness of the Wellbeing Programme
- Work with the Community Team, Jami Hubs and Core Services to support people struggling with their mental health to access the café community
- Attend meetings, workshops and conferences of relevance to the Head Room Café provision and Jami's peer support Service

Training and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Willingness to undertake Peer Support training. 	<ul style="list-style-type: none"> • Peer Support training

Knowledge and Experience

Essential	Desirable
<ul style="list-style-type: none"> • Personal experience of using mental health services and/or mental health problems, distress or trauma. • Group facilitation (minimum 3 years experience) 	<ul style="list-style-type: none"> • Supporting volunteers • Using social media platforms to promote mental health awareness and mental health services

<ul style="list-style-type: none"> • Experience with service design and development or event production. • Experience monitoring and evaluating events and groups. • Working in partnership with a range of stakeholders • Ability to work independently • Knowledge and commitment to equal opportunities and creating an inclusive commitment • Ability to manage challenging situations • Ability to engage & support people who are dealing with distress and trauma • IT skills including Microsoft Word, Excel and Powerpoint. 	
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Flexibility

To deliver services effectively, a degree of flexibility is needed, and all post-holders may be required to perform work not specifically referred to above. Such duties will fall within the general scope of the job description. The job description will therefore be subject to periodic review with the post holder to ensure it accurately reflects the duties of the job.

Disclosure of criminal background

All employees are checked with the Disclosure Barring Service

If it is a requirement of the post that an enhanced check is undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place.

Having a criminal record will not necessarily bar you from working with Jami. This will depend on the nature of the position and the circumstances and background of offences.

Please note applicants refusing to sign the form will not be progressed further.

Equality and diversity

Jami are proud to be an equal opportunity workplace. We recognise and promote, the positive value of diversity, equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

Confidentiality

All information relating to service users, volunteers and staff gained through your employment with Jami is confidential. Any disclosure to any unauthorised person is a serious disciplinary offence.

For further details please contact **Daniel Neis** daniel.neis@jamiuk.org

To apply for the role, please send your CV and covering letter to recruitment@jamiuk.org.
Closing date for applications **8th February 2021**.