

Please note this job description template is part of a pilot to improve our Lived Experience recruitment practices and we would value hearing your feedback in this short 2 min survey [CLICK HERE](#)

If you would like support in applying for this role, [NATIONAL CAREERS SERVICE](#) may be able to support you

## **Job Description – IPS Peer Employment Specialist**

### **About Us Central and North West London (CNWL)**

CNWL provides NHS services throughout a person's life, in physical and mental health and everything in between, at GPs and hospitals to the community and in their own home.

Where community care is not possible, we offer a number of facilities to treat people in hospital or residential environments. We also provide healthcare in prisons in London and the surrounding areas.

Partnerships are central to what we do here – with patients and their families, with staff and with other organisations, especially commissioners and providers but also with local authorities, GPs, universities and the voluntary sector. We envisage more in the years to come.

We are committed to providing services that meet the needs of the people who use them, and we actively encourage involvement from local people who can help make a difference.

### **Peer and Lived Experience working at CNWL**

CNWL employs over 100 peer workers in a variety of settings.

Our **Mental health services**, include:

- Inpatient services (including Older Adult and Rehabilitation)
- Community Mental Health Hubs
- Eating Disorders Services
- Perinatal Mental Health Services
- The Dual Diagnosis Team (Define what this means to new people starting in the trust as not clear)
- Carer and Parent Peer Support Workers
- The Young Adult Pathway

**Services beyond Mental Health**, including:

- Complex Care
- Addictions Services

- Health and Justice
- Blood Borne Viruses
- The Recovery & Wellbeing College

Find out more about Peer and Lived experience working with these videos:

[Short film: Peer and Lived Experience Working in CNWL](#)

[Short film: What is Lived Experience Practice?](#)

## This role...

### Job summary:

Are you someone with lived experience of accessing secondary mental health services and mental health recovery who wants to help others achieve their employment goals? Join CNWL as an IPS Peer Employment Specialist, where your journey can inspire hope and guide others toward meaningful work.

In this role, you'll use your lived experience of accessing secondary mental health services to support clients with mental health needs on their path to fulfilling employment. Working with a multi-disciplinary team, you'll help clients find paid roles that align with their goals and foster a supportive referral system alongside your team.

This flexible, dynamic role allows you to structure each day to best support clients through two key areas:

- **Personalised client support**
- **Engagement with employers and professionals**

## CNWL Values

**Values** Central and North West London NHS Trust expects the Advanced Lived Experience Practitioner to act in a way that shows an understanding of our core values. and is active in putting them into practice with service users, their friends, family, carers and also other staff members.

**COMPASSION:** contribution to a caring and kind environment and recognition that what you do and say can help to improve the lives of others.

**RESPECT:** acknowledge, respect and value diversity of each individual, recognition of uniqueness.

**EMPOWERMENT:** commitment to providing information, resources and support to help others make their own decisions and meet their own needs. The Trust endeavours to support all staff to enable them to develop and grow.

**PARTNERSHIP:** work closely with others and behave in a way that demonstrates understanding that commissioners and users of our services are the people who generate and fund our work.

### Benefits

Salary	Location of work base	Permanent/fixed term
<p><b>Annual Pay Band 5 £31,049 – £37,796</b></p> <p><a href="#">Agenda for change - pay rates   Health Careers</a></p> <p>You will be paid on the 25<sup>th</sup> of each month. If this date falls at a weekend, you will be paid on the Friday before this date.</p>	<p><b>Add main work address</b></p> <p>This role will require working in community in XX Borough</p>	<p><b>Fixed Term/Permanent</b></p> <p>If fixed term, enter details</p>
Hours/pattern of work	Annual leave and bank holiday entitlement	Pension entitlement
<p>37.5 hours per week or WTE</p> <p>State days of work</p>	<p>Dependent on length of service:</p> <p>At start: 27 + 8 days</p> <p>At 5 years: 29 days + 8 days</p> <p>At 10 years: 33 days + 8 days</p>	<p>Details on the benefits of the NHS Pension Scheme can be found here:</p> <p><a href="https://www.nhsbsa.nhs.uk/nhs-pensions">https://www.nhsbsa.nhs.uk/nhs-pensions</a></p>
Health and Wellbeing	Learning and Development	Equality and Diversity

<p>Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you.</p> <p><a href="#">Maintaining Staff Health and Wellbeing Policy 2024-2029</a></p>	<p>Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development, and leadership training.</p>	<p>We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity, and inclusion are a priority at CNWL. We have several staff networks to support this focus too, which are open to all staff.</p> <p><a href="#">Staff networks :: CNWL Extranet</a></p>
--	--	--

## About the Role – Job Description

Organisational Work
<p><b><u>Reporting Structure:</u></b></p> <p><b>Reports to:</b> Employment Lead and Advanced Lived Experience Employment Specialist</p> <p><b>Accountable to:</b> Team Leader, Trustwide Employment Lead, Advanced Lived Experience Employment Specialist, and Trustwide Lived Experience Practice and Peer Support Lead</p> <p><b>Works with:</b> Trust Managers, HR, Occupational Health, Clinical Teams, User Groups, Peer Support Workers, the Voluntary Sector, Local Colleges, Local Disability Employment Services, Local Employers, and other NHS User Employment Schemes.</p> <p><b><u>Main Responsibilities:</u></b></p> <p><b>Client Support</b></p> <ul style="list-style-type: none"> <li>• Manage a caseload of 20-25 clients with mental health and/or substance misuse challenges, helping them return to work while addressing inequalities and discrimination.</li> <li>• Guide clients in exploring their skills, interests, and goals, and support their job search with employment profiling, job matching, action planning, and ongoing case management.</li> <li>• Encourage a fast-paced job search while using support networks to help clients overcome employment barriers.</li> </ul>

- Identify individual needs related to work, such as benefits, commuting, and health management, and provide continued support to help clients maintain employment.
- Model the recovery process and self-management skills by sharing your own experience to inspire clients on their employment journey.
- Organise and deliver employment workshops and job clubs for clients who aren't part of the caseload.

### **Employer Engagement and Service Promotion**

- Find job opportunities for clients by connecting with employers and tailoring job searches to open paid positions.
- Engage employers to access the "hidden" job market by creating roles or adjusting tasks, using face-to-face, social media, phone, and email outreach.
- Build partnerships with local training providers, colleges, and employers to secure educational opportunities and paid roles for clients.
- Offer guidance and support to employers, including negotiating workplace adjustments, as agreed with the client, and keeping in touch with supervisors to support job retention.
- Raise awareness of the employment service within the clinical team and promote recovery-focused activities to create a supportive environment.

### **Implementation of Individual Placement and Support (IPS)**

- Apply the IPS model, an evidence-based approach focused on personalised, high-quality employment support that meets job outcome targets for clients.

### **Administrative Duties**

- Maintain accurate case records, monitor and evaluate client progress, and ensure data entry is organized and thorough. Strong IT skills are essential for documentation and data management.

## **Clinical Work**

- To work with the multi-disciplinary team to promote the use of a 'coaching' role to support service users in developing personal recovery plans.
- To establish supportive and respectful relationships with people using the service.
- To model/mentor a recovery process and demonstrate self-management skills and techniques, using own experience of recovery.
- To act as a role model to service users to inspire hope, share life experiences and lessons learned as a person in recovery.

- To skilfully use personal experience of recovery to help motivate patients.
- To assume a 'coaching' role supporting service users in developing personal recovery plans; this can be delivered individually or in groups.
- To support service users to maintain their physical health and wellbeing and attend GP health checks where relevant.
- To work with carers and supporters where appropriate.
- To work with the MDT in supporting those service users who are not actively engaging in services.
- To support the team in promoting a recovery orientated environment by identifying recovery-focused activities and imparting information and education as required.
- To help people identify their own recovery goals
- To assist service users to identify their strengths, personal interests and goals; providing opportunities for service users to direct their own recovery process.
- To support service users to identify and overcome fears within a relationship of empathy and trust.
- To facilitate the individual to move through and beyond services.
- To support service users to develop Health and Wellbeing Plans, encouraging individuals to connect/ reconnect with family, friends, significant others and in learning how to improve or eliminate unhealthy relationships.
- To sign-post to various resources, opportunities and activities within the Trust and in communities to promote choice and informed decision making.
- To accept and respect service users' personal beliefs, uniqueness and identity.
- To ensure timely and accurate recording of clinical related data and information on the electronic patient record system.
- To maintain accurate supervision records of peer support workers as defined in Trust Guidelines, including the maintenance of a supervision record log.

## Lived Experience Specialist Work

### Key Responsibilities:

- **Use Your Lived Experience:** Draw on your personal experience with secondary mental health services and recovery to support clients on their journey to employment.
- **Maintain Long-Term Recovery:** Demonstrate a sustained period of (self-defined) recovery, which helps inspire clients in their own recovery process.
- **Offer Individual and Group Support:** Provide one-on-one or group-based guidance, including assistance with crisis and recovery planning, wellness plans, and network mapping. This includes teaching Employment related Recovery and Wellbeing College courses.
- **Provide Strengths-Based Support:** Use your lived experience to offer person-centered support that empowers clients, helping them build confidence and autonomy during

their time with the service.

- **Advocate for Clients:** Represent clients' perspectives and needs in team meetings, encouraging diverse viewpoints and solutions.
- **Handle Complex Situations:** Work sensitively in challenging situations, especially with clients in high distress.
- **Maintain Accurate Records:** Keep thorough and up-to-date records using appropriate computer systems (e.g., SystemOne).
- **Respect Confidentiality and Data Protection:** Adhere to confidentiality, governance, and data protection policies.
- **Support Safeguarding Efforts:** Be responsible for safeguarding matters related to clients, making difficult decisions as needed and following the Trust's safeguarding policy.
- **Commit to Self-Reflection and Growth:** Engage in self-reflective practices and commit to ongoing personal development to enhance your effectiveness in the role.

## General Responsibilities

### Key Responsibilities:

- **Align with CNWL Values:** Follow the Trust's values, aims, and objectives in all your work.
- **Serve as a Trust Ambassador:** Represent the Trust positively with external agencies and partner organizations.
- **Promote Inclusivity:** Always support equality, diversity, and individual rights.
- **Stay Organised and Efficient:** Keep detailed and accurate records, and provide required information for monitoring and evaluation.
- **Prioritise Wellbeing:** Focus on your personal wellbeing and seek support if work-life balance becomes challenging.
- **Be Flexible:** Be open to adjusting your duties within the role as needed, after consultation.
- **Encourage Participation:** Involve service users and carers actively in planning, implementing, and monitoring activities.

## Learning and Development

- **Comprehensive Training:** When you start, you'll receive thorough guidance and

support, including an 8-week Peer Worker Foundation Training within your first two months. You'll also complete an accredited Level 4 course, "Developing Expertise in Peer Support," or an equivalent program as determined by management.

- **Ongoing Development:** You'll have access to mandatory training and other development opportunities that align with the Peer Employment Specialist role. A Personal Development Plan will also help you focus on your continuous growth.
- **Regular Supervision and Appraisal:** You'll actively participate in supervision sessions and appraisals, including peer supervision with the Advanced Lived Experience Employment Specialist. This includes contributing to an annual review and attending regular line management meetings arranged by the service manager.

### **Rider Clause**

This is an outline of the postholder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Department.

## **More about working at CNWL**

### **Job Flexibility**

The postholder will be required to work flexibly, providing assistance as and when necessary, which may involve them in a developing role.

### **Working Relationships**

The working relationship between all members of staff should be mutually supportive, with staff deputising and covering for each other when appropriate.

### **Health and Safety**

Central and North West London Mental Health NHS Trust has a Health and Safety Policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996, to ensure that agreed safety procedures are carried out, and to maintain a safe environment for employees, patients and visitors.

### **Infection Control**

The prevention and control of infection is the responsibility of everyone who is employed by Central and North West London NHS Foundation Trust. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.





## **Improving Working Lives**

Central and North West London NHS Foundation Trust is committed to the principles of Improving Working Lives and all managers are encouraged to follow Improving Working Lives practices. Consideration will be given to all requests for flexible working in line with Trust policy.

## **Staff Involvement**

Central and North West London NHS Foundation Trust is committed to involve staff at all levels in the development of the organisation. Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions, which affect them and their working conditions. All managers should engender a culture of openness and inclusion so that staff feel free to contribute and voice concerns. They should develop and implement communication systems that ensure staff are well informed and have an opportunity to feedback their views.

## **Smoking**

Central and North West London NHS Foundation Trust acknowledges its responsibility to provide a safe, smoke free environment to its employees, patients and visitors. In expressing its commitment to the prevention of smoking related diseases, the Trust has a 'Non Smoking Policy' and all Trust buildings and vehicles are designated as smoke free areas.

## **Alcohol**

Employees are expected to be aware of and understand that Central and North West London NHS Foundation Trust has a policy on alcohol and the consumption of alcohol. Alcohol is not permitted whilst on duty.

## **Confidentiality**

Employees should be aware that the Trust produces confidential information relating to patients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of personal, medical, commercial information, systems passwords or other confidential information to any unauthorised person or persons will be considered as gross misconduct and may lead to disciplinary action which may include dismissal.

## **Equal Opportunities**





All employees of Central and North West London NHS Foundation Trust are expected to be aware of, and adhere to, the provision of the Trust's Equal Opportunities Policy, and to carry out their associated duties and responsibilities under this policy. As users of the disability symbol, the Trust guarantees to interview all disabled applicants who meet the minimum essential criteria for a vacant post.

### **Grievances, Disputes, Disciplinary and Other Industrial Relations Procedures**

Central and North West London NHS Foundation Trust has grievance, disputes, disciplinary and other industrial relations procedures. Employees are required to make themselves aware of these procedures, copies of which are available on the Trustnet, from your manager and the Human Resource Directorate.

### **Personal Development**

The postholder is expected to co-operate in activities which line management believes will contribute to personal and/or to team growth. This includes attending supervisory sessions and training modules, both at their work base and other selected venues of instruction.

### **Conflict of Interest**

Employees are expected to declare any private 'interest or practice', which might conflict with their NHS employment, and be perceived to result in actual or potential financial or personal gain.

### **Working Time Regulations**

The Working Time Regulations 1998 require that you should not work more than an average of 48 hours each week i.e. no more than 816 hours in a 17-week period. To work more than 48 hours you must have management authorisation and you will be required to sign an opt out agreement. The Trust policy has a limit of 60 hours per week and all staff must ensure a 24-hour rest period is taken in every 7 days.

### **Conditions of Employment**

The Trust will screen all staff who will be working with children and police checks will be carried out on all staff appointed to posts which have access to children. This will also apply if role develops to include access to children.

### **Terms and Conditions**

The terms and conditions of service associated with this position are those agreed by the Trust.

## About You – Person Specification

Factors	Essential	Assessed at	Desirable	Assessed at
<b>Education And Qualifications</b>	Educated to a degree level (in any sector) OR equivalent workplace experience, this can include one or more of the below: Experience within the health and social care sector. Experience within employment support services.	Application	Full UK Driving licence and access to a vehicle  Mentorship or clinical supervision training	Application
<b>Lived experience relevant to the job</b>	Own personal lived experience of accessing secondary mental health services. Own personal lived experience of recovery from mental health difficulties Experience of maintaining (self-defined) recovery for a substantial period	Application, Interview and Presentation (if shortlisted)	Paid or unpaid experience as a peer support worker Accredited certificate in Life Coaching Undertaken peer support worker training (preferably accredited)	Application
<b>Previous Experience  (Paid/Unpaid Relevant to The Job)</b>	Experience of communicating and working with people on a one-to-one basis Experience of working within diverse communities. Experience of building relationships and communicating with a range of different partners/organisations Experience of supporting people to	Application and Interview	Experience of working with people with mental health difficulties or a similar client group within the health, social services, or voluntary sector Experience of supporting people to obtain or keep work. Experience and knowledge of the benefits agency and all disability/	Application and Interview

	obtain or keep work or achieve other recovery and inclusion goals.		employment related benefits	
<b>Skills, Knowledge, Abilities</b>	<p>A commitment to learning about and working within the Individual Placement and Support (IPS) model.</p> <p>Good verbal and written communication skills.</p> <p>Good presentation, negotiation, and marketing skills.</p> <p>negotiation skills.</p> <p>Ability to initiate and develop relationships with employers and other agencies whilst being astute to their needs.</p> <p>Ability to engage with employers using a variety of methods such as face to face contact, social media, phone, and email.</p> <p>Working knowledge of a broad range of occupations and jobs.</p> <p>Strong word processing/computing skills.</p>	Application and interview	<p>An understanding of the principles and practices of supported employment or the IPS model.</p> <p>An understanding of the Equality Act 2010.</p> <p>An understanding of the employment needs and difficulties of people who experience mental health challenges.</p> <p>Basic counselling and coaching skills.</p> <p>Ability to provide vocational assessments and profiling.</p>	Application and interview
<b>Aptitudes, Attitudes and Personal Characteristics</b>	<p>A preparedness to work flexible hours through prior arrangement as the needs of the job dictates.</p> <p>Ability to see solutions rather than problems.</p> <p>Ability to work in strength-based ways.</p> <p>Willingness to participate in supervision.</p>	Interview and presentation		

	Ability to work independently of direct supervision.			
<b>Numeracy &amp; Literacy</b>	Good IT skills including word and power point	Interview and Presentation		
<b>Other</b>	<p>A preparedness to work flexible hours through prior arrangement as the needs of the job dictate (e.g. some evenings &amp; weekends)</p> <p>Ability to travel between locations using own or public transport</p> <p>Sickness (or attendance) record that is acceptable to the Trust: to be checked at interview.</p> <p>Declared medically fit by the Occupational Health Department to perform the duties of the post</p>			

\*Key: Measured by A – Application form I – Interview P - Presentation

**Please note this job description template is part of a pilot to improve our Lived Experience recruitment practices and we would value hearing your feedback in this short 3 min survey [CLICK HERE](#)**