



Job Description & Person Specification

Service:	Manchester Living Well
Position:	Peer Support Worker
Salary:	£22,848 - £23,306
Hours:	35 hours a week
Reporting to:	Line Manager to be agreed
Contract Type:	06 months (possible extension subject to funding)
Location:	EHF office and Manchester Living Well Team – Central Manchester

About Ethnic Health Forum

Ethnic Health Forum is a charity founded in 2002 with a clear mission to ensure that people from minority ethnic backgrounds have the equal opportunity to live well with dignity, choice and purpose. We achieve this by providing free impartial information and advice on issues to people from minority ethnic backgrounds. Thus we work with communities to connect people, places and services following the [community development](#) principles to reduce health and social care inequalities these communities face. We also act as a catalyst for positive policy change by challenging the underlying causes of discrimination and inequality. For more information, visit www.ethnichealth.org.uk

Summary of Main Duties and Responsibilities

Manchester Living Well Service is a new way of working, bringing collaborative working to the fore so that people with mental health issues – particularly people who often fall between secondary and primary care services can better access support. Lived experience of mental health issues is an important part of this service and in this role your lived experience will inform the support you provide and will contribute possibly a different point of view within a multi-disciplinary team. You will, alongside all your colleagues have a role in the Living Well Teams which will ensure people from diverse cultural backgrounds get a warm welcome, are treated with respect and are listened to and heard. You will hold a caseload and provide support guided by what people need at that time. Above all you will provide a valued listening ear. You will receive good support from your colleagues and the Peer Support Co-ordinator. You will also form a Peer Support Team with colleagues working within other Living Well Teams in Manchester and you will connect with peer support groups across the city to ensure the people you support will have more knowledge about what else is available if they want to continue experiencing the power of peer support. You will contribute to the development of a trauma informed approach both within the team and in the way the service is delivered, for which training will be provided. The service is underpinned by the understanding that building trusting and kind relationships makes a difference. This role will be collaborative and create a sense of belonging where people feel able to contribute.

Main Duties

1. To promote the peer-support offer to people who may benefit from this support.
2. To develop a trauma informed approach to the delivery of peer support.
3. To identify any barriers to support and contribute to their removal.
4. To carry a caseload which you will hold with the support of the peer support team lead.

5. To build knowledge and relationships with peer support groups across Manchester so that you can support people to access them if appropriate.
6. Contribute when required to the multi-disciplinary team meetings.
7. To identify and report any gaps in service provision and possibly in peer support groups in the city and discuss with the peer support team manager / Co-ordinator and the rest of the Living Well team.
8. Liaise with GPs and other professionals as appropriate, within the context of confidentiality and in accordance with Living Well policies and procedures
9. Act upon safeguarding concerns and complete necessary documentation.
10. Develop relationships with relevant organisations, agencies and communities in order to increase the profile of Living Well Peer Support in Manchester.
11. Contribute to the production of promotional, material when required.
12. Input data as required by the service to ensure we can monitor impact
13. Collect stories and feedback in a sensitive way to help show the impact of peer support.
14. Work within the wider Living Well team by attending team meetings, sharing learnings and supporting other projects as needed.

General Responsibilities

1. To deliver the duties within the role in a way which demonstrates the values of Manchester Living Well.
2. To understand the role of safeguarding, undertake training and be confident raising safeguarding issues in line with all policies and procedures.
3. To ensure that lived experience is involved in any future planning or development of the service.
4. To collect feedback and stories in a safe way with people who have used the service, so that we can fully demonstrate impact.
5. Be responsible for personal and professional development, including attending regular supervisions and an annual appraisal
6. To discuss training and support needs with your line manager
7. Work within Manchester Living Well's and Ethnic Health Forum policies and procedures as agreed.
8. Ensure data is managed in compliance with General Data Protection Regulations
9. Value diversity and promote equality of opportunity, ensuring that individuals are treated fairly and are respected for their contribution in terms of experience, knowledge and skills
10. Carry out any other duties required to ensure successful delivery of this project

This job description may be subject to joint review from time to time between the post-holder and Ethnic Health Forum, and as such is liable to amendment.

Last Reviewed 14/04/2025-EHF

Person Specification

All essential unless otherwise stated.

Knowledge and Experience

- Lived Experience of mental health problems
- Experience of co-production and involving people in the planning, design and delivery of services (DESIRABLE)
- Experience of being able to offer a warm welcome and create a sense of belonging.
- Experience of providing support to people who are experiencing poor mental health.
- Knowledge and understanding of the principles and impact of peer support
- Knowledge or experience of the issues that people with lived experience of poor mental health face and the impact this has on their lives.

Skills and Personal Qualities

- Ability to work in an open and positive way that builds kind relationships and is receptive to and appreciative of the skills and talents of everyone.
- Clear and meaningful communication skills, the ability to listen and enable people to feel heard, accepted and understood.
- Ability to share personal experiences on an equal level that supports, empowers and brings hope to the people they partner with.
- Good IT skills, sufficient for using on line platforms and producing reports/presentations, and for monitoring purposes.
- Ability to network and build links between organisations to share knowledge and skills.
- Ability to speak any one of the primary South Asian or Middle Eastern languages is desirable.

Please email info@ethnicealth.org.uk for more information and to discuss your application.

CVs will not be acceptable.

