

**Peer Support
Worker**





WELCOME

A few words from our CEO

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

Emma Howitt
CEO

Our Values

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



“I can express everything I'm feeling. I never thought anything would help or I could change, but this was so different.”

Chloe, 18, Middlesbrough

Peer Support

About Peer Support

We describe peer support as when people with shared experiences connect to build safe, trusting and non-judgemental relationships through which they learn and grow together. Paid peer support workers in mental health settings have experience of mental health problems and accessing mental health services, and are employed, trained and supported to use their experiences to support others.

About This Role

This role is part of our Community Transformation work within Tees Valley and is part of an exciting new collaborative service in partnership with Darlington Mind and Tees Esk and Wear Valley (TEWV) NHS Trust who have peer workers in their Community Mental Health Teams.

Community Transformation is part of the NHS Long Term Plan and represents a shift in the way we deliver care. It considers the whole person, beyond their diagnosis, and what the whole system has to offer, including primary care, local authority, voluntary care sector, alongside families and friends. We are working together to ensure we collectively deliver trauma-informed, person-centred care to meet an individual's wide-ranging needs.

Role Purpose

You will work with individuals who have accessed a mental health recovery-based service within Teesside Mind, and you will be an integrated and valued member of the wider team. Drawing on your own experience of mental health problems, you will 'walk alongside' others on their journey and will inspire hope and belief that recovery is possible.

You will listen non-judgementally to create safe spaces where people feel heard and approach the peer relationship with compassion and curiosity. You will recognise and value each person's strengths, diversity and expertise in themselves. You will be aware of the impacts of trauma and committed to the importance of working in ways which are sensitive to the needs of trauma survivors.

Important parts of this role also include working within the team to help people's voices be heard and to promote recovery values. You will be supported to challenge both individual and structural instances of stigma and discrimination related to mental health problems and other forms of exclusion.

At the start of the role, you will attend peer support training alongside other new team members from Mind and TEWV. This training is delivered by people with their own lived experience and experience working in peer roles.

Main Duties

- Provide 1-1 peer support to people accessing the service
- Hold and manage a caseload efficiently
- Set up and facilitate peer support groups
- Support service developments in the teams you work in
- Work as part of a wider mental health recovery-based system to support involvement and participation of people with lived experience
- Keep up to date records using online systems in line with policies and procedures
- Manage your own diary (using Microsoft Outlook)

Person Specification Criteria

Experience & Qualifications	Essential	Desirable
Hold NVQ Level 3 or equivalent qualification, or have ability to work with information at this level and equivalent experience of providing peer support	●	
Personal experience of mental health problems and using mental health services	●	
Recent experience of using own lived experience to support others, for example in a paid, volunteer or informal peer support role	●	
Working in a community setting		●
Working as part of a team	●	

Knowledge	Essential	Desirable
Knowledge of mental health problems and mental health services	●	
Knowledge of the Voluntary Sector and how it works with other Statutory and Non-statutory Services	●	
Knowledge of CHIME model of care		●
Safeguarding and safety planning practices	●	

Skills and Competencies	Essential	Desirable
Able to build trust and rapport both face to face and via telephone	●	
Excellent communication and active listening skills	●	
Able to share elements of own personal recovery journey in a way which is appropriate to the role and peer relationship	●	
Able to set SMART goals where appropriate, plan and agree next steps and keep focus and motivation	●	
Reflect on own practice and continuously develop own skills	●	
Reflect on own needs to maintain wellbeing at work	●	
Using IT, online and data management systems on an everyday basis	●	
Manage own time effectively	●	

Other Personal Qualities	Essential	Desirable
Be passionate and enthusiastic about empowering others to thrive and recover	●	
Be able to inspire, motivate and instil hope in others	●	
Caring, compassionate and person-centred approach	●	
Commitment to Mind's values and objectives	●	
Able to travel to a range of locations within each borough by own or by public transport	●	

Main Terms and Conditions

Job Title:

Peer Support Worker

Contract:

Permanent

Responsible to:

Team Manager within Teesside Mind

Hours:

22.5 - 30 hours per week

Salary:

£26,500.00 pro rata

Location:

Various locations across the Tees Valley

Disclosure:

This position is subject to a 26-week probationary period, Right to Work Check, satisfactory references and an enhanced DBS check and subsequent re-checks.

How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Gaynor Goad.

Please complete the application form on our website.

Candidates will be invited to attend an interview on Tuesday 7th April 2026.

**Closing date for applications:
Friday 27th March 2026**

Standard benefits:

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

Enhanced benefits:

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH*
- Up to 2 days (15 hrs) off for volunteer / charity work*
- Up to 3 days (22.5 hrs) off for time off to care for dependants*
- Up to 6 hrs for medical appointments*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

Other Family Friendly Benefits:

- Flexible working**
- Hybrid working**
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

Personal Development:

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- *All benefits are pro-rata for part time or part year contracts
- ** Subject to meeting the needs of the individual, the team and service delivery

INFORMATION PACK

Peer Support Worker



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