

INFORMATION PACK

**Peer Worker –  
Redcar Safe Haven**





# 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.



"Yesterday really shifted my perspective and gave me clarity on things. I've been reading more about my complex PTSD and so much more makes sense to me now. I genuinely just thought I would live the way I am now for the rest of my life, but this has been amazing."

**Saira, 44, Middlesbrough**

# Safe Haven Manager - Redcar

## About Peer Support

Peer support is built on shared experiences. It involves people with lived experience of mental health challenges connecting with others to build safe, trusting, and non-judgemental relationships. Peer Workers are trained and supported to use their personal experiences to inspire hope, promote recovery, and support others in navigating their own mental health journeys.

Teesside Mind is recruiting Peer Workers to join the team at Redcar Safe Haven, a non-clinical, trauma-informed service offering immediate support to individuals experiencing mental health crisis or emotional distress.

As a Peer Worker, you will play a vital role in creating a welcoming and compassionate environment. Drawing on your own lived experience, you will support individuals in crisis, helping them feel heard, understood, and empowered. You will work alongside mental health practitioners and other peer workers to deliver high-quality, person-centred care.

You will work under the supervision of the Team Lead or Manager during each shift, contributing to the delivery of high-quality, trauma-informed support. While the work can be emotionally demanding, it is also deeply rewarding. Teesside Mind provides robust support for staff, including supervision, peer reflection, wellbeing initiatives, and opportunities for professional growth.

We welcome applications from individuals who:

- Have lived experience of mental health challenges and accessing mental health services.
- Are passionate about supporting others and promoting recovery.
- Can listen non-judgementally and build safe, respectful relationships.
- Are committed to trauma-informed, person-centred care.
- Can work both independently and as part of a team.
- Are willing to engage in training and ongoing development.

## Main Duties

- Provide one-to-one peer support to individuals accessing the Safe Haven, both face-to-face and via remote methods (e.g., phone or messaging).
- Use your lived experience to build trusting, empathetic relationships, offering hope and encouragement.
- Support individuals with emotional regulation, safety planning, and accessing relevant resources.
- Work collaboratively with the Safe Haven team to ensure a coordinated and trauma-informed response to crisis.
- Promote influence and participation of people with lived experience, encouraging feedback and participation in service development.
- Maintain accurate records in line with organisational policies and procedures.
- Attend and complete peer support training, delivered by experienced peer professionals.
- Uphold safeguarding, health & safety, and information governance standards.
- Support the Team Lead in maintaining a safe, calm, and welcoming environment during each shift

## 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	●	
Lived experience of mental health challenges and accessing mental health services	●	
Experience supporting individuals from marginalised or underrepresented groups		●

Knowledge	Essential	Desirable
Understanding of the principles and values of peer support	●	
Awareness of trauma-informed and person-centred approaches	●	
Basic understanding of safeguarding and confidentiality in a support setting	●	
Familiarity with local mental health services and community resources	●	
Understanding of the impact of stigma and discrimination on mental health recovery	●	

<b>Skills and Competencies</b>	<b>Essential</b>	<b>Desirable</b>
Ability to build safe, trusting, and non-judgemental relationships based on shared experience	●	
Strong listening and communication skills, with the ability to support individuals in distress	●	
Ability to work collaboratively within a multidisciplinary team	●	
Capable of maintaining appropriate boundaries and managing emotional demands of the role	●	
Ability to maintain accurate records in line with organisational policies	●	

<b>Other Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrates empathy and a commitment to supporting individuals in distress	●	
Creates a safe, inclusive, and respectful environment for all	●	
Acts with integrity, maintains confidentiality, and leads by example	●	
Upholds high standards of conduct, accountability, and service delivery	●	
Shows resilience, initiative, and a proactive approach to problem-solving and service development	●	

## Main Terms and Conditions

**Job Title:**

Peer Worker – Redcar Safe Haven

**Contract:**

Permanent

**Responsible to:**

Safe Haven Manager/Team Lead

**Hours:**

Working shifts of 6.5 hours between 4pm and 11pm, across 7 days per week; number of shifts per week is flexible

**Salary:**

£13.61 per hour (equivalent full-time salary of £25,836)

**Location:**

Redcar

**Disclosure:**

The post holder is required to provide suitable references, undertake an enhanced DBS check with subsequent rechecks and completion of a 26-week probationary period.

## How to Apply

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

Please complete the application form on our website.

**Closing date for applications:  
Tuesday 30<sup>th</sup> September 2025**

## **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



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## Peer Worker – Redcar Safe Haven



The Mind Centre,  
90-92 Lothian Road,  
Middlesbrough, TS4  
2QX.

**T: 01642 257020**

[info@teessidemind.org.uk](mailto:info@teessidemind.org.uk)

