

INFORMATION PACK

Peer Support Worker – Younger Adults (18–25)





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

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About Peer Support

Teesside Mind is excited to introduce a new Peer Support Worker role focused on supporting younger adults aged 18–25. This role is part of a wider partnership with Darlington Mind and the Cornforth Partnership, who are recruiting to similar roles.

We define peer support as a relationship where people with shared experiences connect to build safe, trusting, and non-judgemental relationships through which they learn and grow together. Peer Support Workers use their own lived experience of mental health problems and accessing services to support others on their recovery journey.

This role aims to provide holistic, recovery-focused support that reduces the need for future secondary NHS mental health services or hospital admissions. You'll be part of a trauma-informed, person-centred team working across organisational boundaries to meet the wide-ranging needs of young adults.

What You'll Do

- Support young adults referred by TEWV NHS community services or recently discharged from Roseberry Park Hospital.
- Build trusting, compassionate relationships through shared lived experience.
- Create safe, non-judgemental spaces where people feel heard and valued.
- Promote hope, empowerment, and recovery through peer support.

- Work alongside with each person to help plan and move forward in their own recovery journey.
- Advocate for the voices of those you support within the wider mental health system.
- Attend peer support training alongside new colleagues from partner organisations.
- Work collaboratively with peer workers across Teesside Mind, Darlington Mind, Cornforth Partnership, and TEWV.

Main Duties

- Deliver one-to-one peer support to young adults accessing the service.
- Hold and manage a caseload efficiently and independently.
- Maintain accurate, up-to-date records using online systems.
- Manage your own diary using Microsoft Outlook.
- Contribute to the development and evaluation of this pilot project.
- Work as part of a wider recovery-focused system to promote lived experience involvement.

Person Specification Criteria

Experience & Qualifications	Essential	Desirable
NVQ Level 3 or equivalent qualification OR the ability to work with information at this level through equivalent experience	●	
Understanding of mental health problems and services	●	
Understanding of the voluntary sector and its role in mental health support	●	
Understanding of CHIME model of recovery, person-centred and trauma-informed practice	●	
Understanding of Safeguarding and safety planning	●	
Understanding of local services in the Teesside area	●	

Knowledge	Essential	Desirable
Significant experience using own lived experience to support others (paid or voluntary)	●	
Experience working with young adults with complex social needs or in distress	●	
Personal experience of mental health challenges and using services between ages 18-25	●	
Experience working as part of a team and in multi-agency settings	●	
Experience working in community settings		●
Experience working in hospital settings or with TEWV NHS		●

Skills and Competencies	Essential	Desirable
Ability to build trust and rapport with young adults aged 18 to 25 in person and by phone	●	
Excellent communication and active listening skills	●	
Ability to share elements of your own recovery journey in ways which is appropriate to the role and to a peer relationship	●	
Ability to work with people using a service to set SMART goals, plan next steps, and maintain motivation	●	
Reflective practice and commitment to continuous personal development	●	
Awareness of your own wellbeing needs and how to maintain them	●	
Confident using IT systems for admin and data management	●	
Time management and self-organisation skills	●	

Other Personal Qualities	Essential	Desirable
Passionate about empowering others to thrive and recover	●	
Inspiring, hopeful, and motivating presence	●	
Caring, compassionate, and person-centred approach	●	
Able to practice self-care and maintain personal wellbeing	●	
Commitment to Teesside Mind's values and objectives	●	
Willing and able to travel across the local area as required	●	

Main Terms and Conditions

Job Title:

Peer Support Worker – Younger Adults (18–25)

Contract:

12-month fixed term (with potential for extension)

Responsible to:

Team Manager

Hours:

22.5 – 30 hours per week (part-time, flexible)

Salary:

£27,661 pro rata for part-time, full time hours 36.5

Location:

Teesside

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 Gaynor Goad.

Please complete the application form on our website.
Interview date: Thursday 30th October 2025

To apply for this role you must be able to answer ‘Yes’ to each of these statements as this experience is essential.

- Have you had personal experience of mental health challenges of using services between the ages of 18 – 25 years?
- Have you had experience of working with young adults with complex social needs or distress?

**Closing date for applications:
Tuesday 21st October 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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Younger Adults (18–25)**



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