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Peer
worker

About Me

- I am an expert by experience
- I have used mental health services and have a passion for supporting others drawing on my own experiences
- I am proud to identify myself as a Peer in a working environment
- I am compassionate
- I have excellent communication skills and I'm a great listener
- I am objective and fair

I am great at:

- Advocating for users in all forums
- Seeing the whole person and empathising with them
- Thinking outside the box
- Helping people feel more connected
- Helping people feel trust in services
- Helping people live 'day to day'

My Role

- I represent the voice of lived experience for Practice Champions and the Wellbeing Network
- I meet people to have initial conversations. I am often the first person someone meets. I make them feel welcome, normalise their feelings and give them hope that things can improve.
- I offer practical support with daily living and give people information. I help them to set goals and work towards them.
- I advise my colleagues and participate in case discussion
- I research available services, resources, events and places of interest
- I joint work with Practice Champions to support people who have fear of engaging with services, helping people to navigate care and think about their preferences and options
- I have been trained to gather and document ethnographic stories of people who use the Hub
- I am often involved in prototyping new ideas and in shaping culture and practice
- I am a great resource for people who are interested in the peer opportunities in the Wellbeing Network and beyond

The role of peer workers

Our peer support workers are experts by experience and they are a fundamental part of the new approach. They are able to connect with people from a place of understanding as they know what it is like to walk in their shoes.



Our peer support workers play a variety of roles:

- Meeting and greeting people
- Holding the initial conversation with people to understand what would help them most
- Having listening and support conversations with people
- Helping people to develop their My Story and My Plan
- Collecting stories and views from people to understand what is important to them and what would make the service even better
- Being present in team discussions to ensure the peer voice is heard and the focus remains on people not caseloads
- Facilitating peer support groups and supporting each other
- Playing a role in recruiting new staff, inducting new people into the team and offering training
- Being an ambassador for peer initiatives in the network of support and beyond
- Introducing people to others in the network and accompanying people to appointments or activities