

Proposal to develop an apprenticeship standard

L3: Peer Support Worker

Title of occupation

Peer Support Worker

UOS reference number

ST0896

Core and options

No

Level of occupation

Level 3

Route

Health and science

Typical duration of apprenticeship

12 months

Target date for approval

30 September 2020

Resubmission

No

Occupational profile

This occupation is found in...

a wide range of services provided by third sector, community, social enterprise and statutory sectors including the NHS, justice system, housing, and private sector providers of specialist services for people across all age groups with severe mental distress, mental health crises, perinatal, long term conditions, addiction problems; problem gambling or rough sleeping. The occupation is highlighted in the NHS Long Term Plan and in particular the NHS Mental Health Implementation Plan 2019/20 - 2023/24 as a key workforce deliverable. Career progression opportunities for a Peer Support Worker may include more senior leadership roles within a peer support supervisory, training, facilitation or management structure. They may also choose to progress into roles such as; Assistant Practitioner, Nursing Associate, Psychological Wellbeing Practitioner, Registered Nurse, Assessor/ Coach, Social Worker or Occupational Therapist. The occupation is unique in that it is only open to people who have lived experience of, or have cared for someone with, one or more of the above conditions and experience of using services.

The broad purpose of the occupation is...

to work alongside other health and care professionals in hospital, justice and community settings to provide direct peer support with service users. They work within clearly defined boundaries, using the knowledge gained from their own lived experience of personal recovery from a health condition, of using services and through this commonality of experience

embody hopefulness. Peer Support Workers intentionally share their own experiences underpinned by the core principles of peer support (mutual, reciprocal, strengths focused, inclusive, progressive, non-directive, recovery focused and safe) to assist others facing similar challenges in their personal recovery and well-being.

As an autonomous member of the multi-professional team, the Peer Support Worker works with service users in a one-to-one, group-based or drop-in support basis using their own lived experience as the foundation for supporting individuals with goal setting, skill building, modelling, signposting and advocacy and where appropriate this support extends to their carer's. Peer Support Workers enable service users and their carers to find their own ways of understanding their circumstances and moving forward providing a safe and trusting space that provides for honest and open dialogue in which different experiences can be shared and different ways of understanding can be considered.

They work as part of a team to provide peer support in combination with the individuals service led care plan. Peer support compliments and may provide alternatives to a wider package of service led care and support involving multiple agencies. They will report to the Team Manager/ Care Co-ordinator and will have access to both line management supervision and peer supervision that can be either 1:1 or group. Supervision is used continuously to reflect on, evaluate and develop peer approaches, for example issues of mutuality and equality, ethical dilemmas and when to challenge practices that exert power and control and restrict the choice of service users.

Peer Support Workers maintain a focus on their own personal self-care and wellbeing which can include a Wellness at Work plan.

They provide intentional peer support within a framework of empowerment, choice, self-determination, opportunities for the fulfilment of socially valued roles and self-managed care. They also provide practical assistance in order to help service users and carers gain an increased sense of control and within their own unique recovery process and connection to local communities. They ensure that service users are aware of social networks, meaningful activities and opportunities which may be of benefit to them and how these can be accessed.

In their daily work, an employee in this occupation interacts with...

the wider team and have direct contact with service users and their families and carers. Peer Support Workers work alongside multi-professional colleagues and are members of multi-professional teams. Key relationships may include; Psychiatrist, GP, Clinical Psychologist, members of the nursing team, housing support workers, Social Workers, Occupational Therapists, custodial and probation services and the police. Peer Support Workers will also interact with local Recovery Colleges, user employment programmes, external self-help groups, local colleges, leisure centres and community centres which promote social inclusion opportunities.

An employee in this occupation will be responsible for...

the delivery of peer-based approaches as agreed with individuals and groups of service users within the peer relationship. Peer Support Workers use intentional experiential sharing to support service users to identify their own achievable and self-defined recovery goals, drawing on their mutual resources as peers and utilising a range of recovery tools, techniques

Proposal to develop an apprenticeship standard

L3: Peer Support Worker (continued)

and experience. Through co-production the service user and Peer Support Worker will mutually agree a recovery plan to meet identified goals. The Peer Support Worker supports service users through significant changes in their life circumstances and facilitate access to different sources of support to build or re-establish trust and relationships with services.

Using the knowledge from their own personal experiences of challenges and using services, a Peer Support Worker models coping, self-help and self-management techniques along with education and awareness building. They will also gather information about available services such as housing, benefits and wider community resources. Using effective communication, Peer Support Workers advocate for and empower service users to share their self-defined recovery goals as part of the service led care planning processes

Peer Support Workers take an active role in promoting and modelling recovery values within the service setting in which they work, acting as a recovery champion within teams and improving the understanding of lived experience to positively impact on wider staff well-being. They can be actively involved in service improvement initiatives, contributing ideas to the multi-professional team encouraging commitment to a recovery orientated culture, and identifying recovery focused activities and imparting information and education.

Peer Support Workers represent the employer with external agencies and partner organisations and through the core skills of positively sharing aspects of their own lived experience inspire others and challenge issues in relation to stigma, low expectations and anti-discriminatory practice.

Peer Support Workers promote the safety and wellbeing of self and others and maintain accurate records of their work as appropriate. They are also responsible for ensuring that resources are managed effectively and participate in the delivery of audit and service improvement projects.

They may work shifts including unsocial hours and weekends

Transferability

The Institute expects that being competent in the duties you have listed in this proposal will mean that an individual will be able to undertake the occupation in all relevant types of employer. Please outline the steps you have taken to ensure that this will be the case.

The group that has developed this proposal includes employers and stakeholders from across the full range of employment setting. There are employers from the third sector, social enterprise, and statutory services that cover the third sector, NHS, justice, and housing as well as stakeholder representatives from NHS England/ Improvement, National Mind, ImROC and Together for Mental Wellbeing. None of the draft duties are employer specific and have been written in a way that will ensure that the duties are transferable but learning and assessment can take place in the context of the employment setting. The group met on 11th December to review the draft proposal and feedback from this meeting has been incorporated into the submission.

Stand-alone occupation

Please confirm that the proposed apprenticeship relates to a stand-alone occupation and explain how it will fit in with any associated apprenticeship standards.

We have reviewed existing apprenticeship standards and acknowledge that there is some minor overlap with the Senior Healthcare Support Worker (SHCSW) occupational standard however the Peer Support Worker would not be able to demonstrate the competence against the full core or any option including mental health.

Senior Health Care Support worker is not suitable because Peer Support Worker:

- is not a clinical role which require the delivery of clinical interventions and follow care plans
- is not limited to mental health. This occupation is much broader and wider range and covers all age groups with severe mental distress, mental health crises, perinatal, long term conditions such as diabetes or multiple sclerosis, addiction problems; problem gambling or rough sleeping
- requires a lived experience as entry to the profession - bringing knowledge with them and sharing experience
- may not be required to know about different types of mental illness as much broader
- may not be required to know about Mental health indicators or knowledge of a range of physiological states that can be measured including body temperature, height, weight, blood pressure, pulse, urinary output, breathing rate, oxygen saturation, and blood sugar levels; the types of equipment and mental health classifications

The Lead Adult Care Worker standard is not suitable because:

- Peer Support Workers are not 'Care Workers' they do not create and develop and monitor care plans in response to changing physical, social and emotional needs.
- or lead and support others to ensure compliance with regulations and organisational policies and procedures
- peer support workers do not provide care and their involvement is not restricted to the service users residence. Whether that is in their own home, care home or hospital setting.

The Senior Healthcare Support Worker and the Lead Adult Care Worker standard also include mandated qualifications. These qualifications do not cover the skills and knowledge of a Peer Support Worker such as the core principles of peer support, the use of co-production approaches or how to use personal experiences of personal recovery to share and model coping, self-help and self-management techniques

Coach/Assessor is not appropriate for this occupation for the following reasons:

- Mainly used in a training and education sector for supporting vocational learning
- It is a level 4 occupation for the education sector
- Peer support workers do not work with awarding bodies, not assess learners nor agree targets

Typical job titles

Peer Support Worker
Peer Mentor
Peer Recovery Coach
Peer Link Worker
Peer Care Navigator
Peer Carers

| Duty | OTJ training (days) |
|--|------------------------|
| Establish supportive and respectful relationships with service users, carers and families using appropriate communication skills and the core principles of peer support (mutual, reciprocal, strengths focused, inclusive, progressive, non-directive, recovery focused and safe) | 4 |
| Provide positive and safe disclosure of personal experiences of personal recovery to share and model coping, self-help and self-management techniques | 5 |
| Using a co-production approach assist individuals to identify their self-defined recovery goals | 4 |
| Use a range of recovery tools, techniques and experience to support service users to work toward their self-defined goals | 4 |
| Support service users to self-advocate in the development of service led care plans and understand their rights and choices | 4 |
| Support service users through significant changes to their life circumstances | 4 |
| Identify and sign-post resources within the service and communities that promote choice, informed decision making and are aligned to personal recovery goals | 5 |
| Support learning and development activities to enhance recovery focused practice in teams and across services | 4 |
| Work as part of the team and engage actively in both peer and line management supervision, using reflection to apply the learning to working with service users | 4 |
| Maintain a focus on their own personal self-care and well-being engaging in self- management strategies | 4 |
| Promote safety of themselves and service users by identifying risks to safety taking appropriate action, putting the best interests, needs and preferences of people first | 2 |
| Communicate effectively with the wider team and maintain accurate records (verbal and on electronic record keeping system) | 4 |