



Waythrough

Job Description

Job Title:	Crossroads Peer Mentor Apprentice
Job Grade:	Apprentice
Reports to:	Lead Practitioner
Direct reports:	N/A
Clearance required:	Enhanced DBS (plus police vetting)
Key stakeholders:	

Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

Thanks for bearing with us – and don't forget to check out the Waythrough jobs on the Richmond Fellowship and Aquarius job site

https://recoveryfocus.wd3.myworkdayjobs.com/Recovery_Focus_Careers.

Job Description

Job Purpose

To support individuals with mental health, substance misuse or a learning disability within a care planned approach.

1

Key accountabilities:

1.	Meet with individuals on a one to one or multi-agency basis to provide care and support as defined within the care plan.
2.	Support and contribute to client care planning and risk management alongside the Criminal Justice worker roles.
3.	To work directly with police, probation officers, and youth offending teams, in custody, court and community settings.
4.	Meet with clients within a range of community settings or where appropriate within their home, to promote and enable engagement with appropriate services, ensuring adherence to lone worker guidance.



Waythrough

Job Description

5.	Act as a point of contact for individuals requiring support.
6.	Work within a multi-disciplinary team promoting the value of lived experience supporting positive outcomes for service users.
7.	Develop helpful relationships with clients to support them to access key services to improve their physical and mental wellbeing.
8.	Ensure everyone contacting the service is welcomed, supported and where appropriate signposted to service staff and/or relevant partners.
9.	Offer engagement, emotional and other support including information, advice and guidance on a range of topics to services users and their families/carers in relation to community support services
10.	Assist in the provision of health education and advice on health promotion to clients, families and carers.
11.	Ensure service information is recorded to a high standard within agreed timescales.
12.	Act as a role model for individuals demonstrating positive engagement with support services to achieve improvements in health and wellbeing.

Job Description

13.	Engage in study in an education setting one day per week working towards a recognised qualification.
14.	Develop and maintain effective partnership working relationships with a wide range of support providers and stakeholders to maximise opportunities for service users
15.	Establish and work within existing networks, attending relevant meetings/groups across the service area, professionally representing both the service and Humankind.
16.	Where appropriate act as an advocate on behalf of clients to promote access to and engagement with sources of support and community services.
17.	Share their personal experiences as appropriate with service users
18.	Provide support and advice to colleagues in the wider Crossroads team based on lived experience
19.	Support the development of resources e.g. posters, advertising activities, service directories and client resources.
20.	Promote and participate in service user engagement activity.



Waythrough

Job Description

21.	Support the work of volunteers in Crossroads
22.	Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required.
23.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework .
24.	Keep abreast of policy and professional development within your area of professional expertise.
25.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.

Person Specification

Technical/ Professional Qualifications	Essential or Desirable
<p>GCSE Maths and English (grade 1 or above or equivalent)*</p> <p><i>*Without this, role holder expected to achieve a pass in functional Maths and English as part of the apprenticeship.</i></p>	E
Willing to undertake a minimum Level 2 qualification in Health and Social Care.	E
Skills	Essential or Desirable
Basic IT skills.	E
Good communication skills including the ability to engage empathically and professionally with clients, professionals and the wider public.	E
Knowledge/ Previous Experience	Essential or Desirable



Has personal or family experience of mental health, substance misuse or learning disability issues and must have personal experience of the custodial system (Suitability for the role will be assessed on a case by case basis).	E
Knowledge of handling sensitive and confidential data including patients personal details.	E
The ability to receive and record accurate records and cascade information to the wider team for the appropriate and necessary action.	E
Experience of working in a customer facing role.	D
Competencies	

1

Person Specification

Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opprtunities.
-------------------------	---



Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.
Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.

