



REACH Service Information Sheet March 2025

You will work within a team which provides high-quality, safe and person-centred support in the community – most importantly delivering great outcomes for people who are affected by common or severe mental health issues.

You will work with the following people and teams:

- Rethink Community REACH Service
- CWPT Lived Experience Workforce Lead
- Cultural Inclusion Network Services
- Artyfolks
- Valley House – you will be employed and based with Valley House
- Coventry Citizens Advice

Service / Team Description

The REACH Service provides support for people aged 18 years and over who have common or severe mental illness. The service provides 121 support to people signposted from the Partnership Trust who may benefit from support in the Community from the VCFSE (Voluntary Community faith and social enterprises).

This role of Peer Support Worker has been developed specifically for people who have lived experience of mental distress and are able to use their peer experience to offer empathy and understanding to others, inspiring hope and recovery with others.

Peer Support Workers will deliver goal-focussed, person-centred support to people we work with based on co-produced and sustainable recovery plans and this is delivered flexibly.

Peer Support Workers will work within their organisations (Valley House) and Peer Support Workers from the other organisations in the service (Coventry Citizens Advice and Artyfolks).

This is a hybrid role (home and community based) and the post holder will be required to travel across Coventry and Warwickshire to deliver the service.

What you do and achieve

- ✓ I share my own personal experiences of recovery and coping with mental illness to build connection and provide support to people who use services
- ✓ I inspire hope to people who use the service by sharing my own experiences of using services and how they have supported my recovery
- ✓ I have the individual's needs at the fore at all times, working to the recovery model and using communication, motivation and coaching skills to support the service user to achieve their goals and aspirations
- ✓ I develop a rapport with people who use services based on respect and honesty, the post holder will at all times work within clear professional boundaries
- ✓ I enable and encourage people who use services to find out about local services and facilities within their community and facilitate access to alternative services where specific needs are identified
- ✓ I liaise with other external agencies, complimentary therapies and community groups on behalf of people who use our services
- ✓ I contribute to the protection of individuals from the risk of abuse and harm to self and others who use our services as a team member sharing and supporting colleagues
- ✓ I maintain accurate records as required by policies and procedures, using appropriate paper and electronic systems. To maintain up to date details of service and support activities and outcomes on NHS Carenotes System
- ✓ I work with the team to ensure the service specific lone working procedure is adhered to at all times and regularly reviewed for effectiveness
- ✓ I support individual's to express their satisfaction with the opportunities they have accessed by submitting comments, compliments or complaints
- ✓ I challenge the stigma and difficulties around access to services for people with mental illness
- ✓ I regularly travel across Coventry and Warwickshire to support people to access services in their own communities.