

Job Description and Person Specification

Job title	Peer Navigator (referred to internally as Community Support Worker)
Project base	Arun, Adur and Worthing
Hours & salary	15 hours per week £23,918 - £28,312 per annum pro rata
Accountable to	Peer Navigator Team Leader
Contract	Fixed term until 31 st March 2026

About Emerging Futures CIC

Emerging Futures works with adults affected by drug and alcohol addiction, offering housing and community-based support.

We believe that no one should suffer the stigma associated with addiction, and that everyone seeking support should feel valued and respected.

We provide homes for people to connect with others and make the necessary changes to move towards independent, healthy living.

Our behaviour change services provide a confidential space to share experiences, and offer practical support to those who want to change.

The Emerging Futures accredited coach training develops the skills of our volunteers, motivating people to give back and reconnect with their community.

About the role

An opportunity has arisen for a role to join the Changing Futures Sussex Programme as a member of the multi-disciplinary team (MDT) located within the Communities Directorate at West Sussex County Council.

You will be working in a multi-disciplinary team alongside colleagues in the Communities Directorate, Adult Social Care and third sector providers bringing together a broad range of multi-disciplinary assessment and support service skills and experience.

The team works holistically and intensively on an assertive outreach basis with a small caseload of clients across in West Sussex who experience homelessness (including insecure housing), contact with the criminal justice system, substance use, domestic violence and mental health challenges. The team covers Arun, Adur, Worthing and surrounding areas.

There is a strong emphasis on learning and practice development, and as well as providing support.

The team will identify blocks and barriers in the system, and utilise creative approaches, draw on best practice and work flexibly to help overcome challenges facing people with multiple disadvantage.

The team is part of the wider Changing Futures Sussex Programme; also working across Brighton & Hove and East Sussex. The Programme aims, through the delivery of flexible, trauma informed, person-centred support, to create an environment where individuals experiencing multiple disadvantage, who repeatedly fall through the net of service provision, are able to make lasting changes and improvements in their lives.

Changing Futures is a national programme funded by National Government (MHCLG) and the National Lottery Community Fund which seeks to improve the way public services are coordinated and delivered for people experiencing multiple disadvantage to make them better connected, and easier to access. It focuses on bringing together the work of local councils, charities and support services into easily accessible teams that can better cater for a person's range of issues, rather than them having to seek separate support for each area of their life.

For more information around the Changing Futures Programme, please visit www.changingfuturesussex.org

You will provide personalised support for women facing multiple disadvantages, and utilise your own lived experiences to relate, communicate, engage, and support individuals as well as being an inspirational role model.

Building links within the community, you will create strong working relationships with internal and external stakeholders, including community-based groups and gain feedback from individuals they support, both formally and informally, to feed into the programme to inform the system change work.

You will be offered training, professional development and reflective practice supervision.

Although regular support will be provided, much of the day-to-day work will take place without direct management direction so you will need to be self-directed and emotionally resilient.

Role criteria

The role involves supporting vulnerable women who have experienced abuse and trauma from men. It requires working alongside specialist partner agencies who support women who have been affected by domestic violence to heal from their traumas, due to male perpetrators. The role includes regular visits, property checks, and potentially lone working with women who have experienced domestic abuse. To ensure that we are able to provide a safe and therapeutic environment to build relationships with vulnerable females service users, it is an occupational requirement that this role only be undertaken by employees of the same sex as the service users within the programme.

Principal duties and responsibilities**Service delivery & performance**

Work creatively to engage individuals who may not be in touch with mainstream services, those isolated in communities, unaware of services, or who do not feel services are for them.

Engage individuals experiencing multiple disadvantages, with the aim of exploring their needs, and engaging them with the wider MDT.

Provide a friendly and consistent space including 1:1 and group activities for individuals to engage in an informal way which is not overtly addressing recovery needs.

Utilise your own personal experiences of homelessness, domestic abuse, substance misuse, mental health difficulties or contact with the criminal justice system to communicate with individuals, aid their engagement, show empathy and act as a role model.

Undertake a training programme to develop skills and abilities required and actively taking part in your own personal development plan.

Attend team meetings/group supervision with the aim of sharing good practice and finding solutions.

Gain feedback from individuals on their experience of services and feedback to the central programme team, either formally, as case studies or as informal feedback.

Work alongside other professionals in the MDT to provide support to named individuals as part of a coordinated support plan.

Community engagement

Help to raise the profile of EF, promote your service and share examples of best practice with wider audiences.

Work with local communities, families, employers, training organisations, recovery communities, advocacy, mutual aid and other organisations to develop local recovery networks.

Take an active role in the wider community and create opportunities for partnership working to make recovery visible, viable and an attractive option for all.

Health, safety, and risk management

Support the service manager to implement risk and quality assurance procedures.

Ensure the safety of all service users and maintain awareness of risks and changes in the working environment.

Contribute to the maintenance and monitoring of health and safety and security policies, systems and protocols.

Comply with and adhere to serious untoward incident, accident and safeguarding reporting in line with policy and procedures.

Deal with issues and complaints raised by complying with EF's complaints processes.

Generic duties and responsibilities

Confidentiality

Service user, volunteer and staff information is confidential. It is a condition of employment that staff do not use or disclose any confidential information obtained in accordance with data protection legislation.

Code of Conduct

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

Privacy & dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

Health & safety

EF has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health & Safety legislation and policies relating to Health & Safety and Risk Management

Professional development

Staff must be committed to their professional development and keep up-to-date with relevant developments and legislation in the sector.

Skills and experience

Essential	Desirable
Experience of delivering interventions to those contemplating change and sustained changes in drug and/or alcohol use, criminal behaviour, and social functioning. Experience of providing peer support on a voluntary basis. Understanding of professional boundaries and ability to apply these in a community settings. Ability to communicate confidently and effectively, verbally and in writing. Emotional resilience and the ability to keep calm under pressure. Knowledge of the local area, the drug and alcohol treatment system and links with relevant community networks and groups. Understanding of safeguarding process and procedures. Ability to employ an empathetic and non-judgmental attitude demonstrating commitment to recovery for all. IT literate, in particular the use of MS Office and case management systems. Lived experience of at least 3 of the following: homelessness, substance misuse, mental health issues, contact with the criminal justice system and domestic abuse. You can obtain an enhanced DBS certification.	PTTLS or equivalent qualification Full driving licence and access to own transport. Knowledge and ability to use harm reduction, motivational Interviewing, and relapse prevention techniques.