**RECRUITMENT PACK**

**2 x Peer Support Workers - Full-time**

**(1 based in Merton and 1 based in Sutton)**

**Salary £32,287 inc OLW**

**Closing Date for roles – 5:00PM, Tuesday 21st October 2025**

# **Contents**

* Overview about Off the Record, the vacant posts and how to apply
* Job Description & Person Specification
* Application Form and Equality & Diversity Monitoring Form

Thank you for downloading this application pack and looking at the roles we have available.

We are currently recruiting for a number of roles and full details can be found on our website [Careers (talkofftherecord.org)](https://www.talkofftherecord.org/get-involved/careers/)

This application pack provides the information for the **Peer Support Worker** role. These are full-time posts based within either Sutton or Merton and working to support the mental health needs of young adults aged 18-25. Full details of the roles are given in the job descriptions in this pack.

The application form is at the back of this application pack. Please read the whole pack before completing the form and make sure you refer to the job description when you complete the person specification section of the form.

Off the Record is an award-winning young people’s mental health charity offering a range of support services for children and young people across the London Boroughs of Croydon, Sutton and Merton. The charity has been running for over 25 years driven by our vision of “building a compassionate mental health community for children and young people”. South London is a vibrant and diverse area, and we’re keen to make sure our staff team reflects our local communities. In 2019 our work was recognised with a national GSK Impact Award.

We are an outward looking charity with a strong reputation for delivering professional support services to young people in South London coupled with the motivation to develop new and innovative responses to mental health needs. The current, the well-documented rise in mental health needs amongst young people has resulted in unprecedented levels of demand for our services. The need to modernise and transform mental health services alongside the need to increase service capacity has been recognised and, as a result, we have expanded our staff team and broadened the range of mental health interventions we offer to young people. At our core is a commitment to strong active engagement with young people and creating support that’s relevant, flexible and accessible. Young people need to be at the heart of all our service design and we’re committed to making sure young people are able to ‘get help now’ when they first reach out for it.

Information about all our services can be found on our website: <https://www.talkofftherecord.org/>

**Our Current Vacancies**

We’re currently recruiting two full-time Peer Support Workers to work in our Sutton and Merton offices.

These 2 posts are part of a partnership between local voluntary sector organisations and South West London and St George’s Mental Health Trust. Both posts focus on offering a range of emotional, social and practical wellbeing support to young adults aged 18-25. **These posts do not require a formal mental health qualification.** The Peer Support Worker posts are designated for those with their own lived experience of mental health challenges who have reached a point in their recovery where they feel ready to support others on their mental health journey.

For these roles you need to have an open and flexible attitude; an understanding of mental health; excellent engagement skills and a passion for working with young people. All posts are full-time office based and will require flexible working across service areas and interventions and will involve some regular evening and/or weekend work to meet the needs of young people.

These posts offer an excellent opportunity to build skills and experience in the mental health field. **The full Job Description and Person Specification for these roles are included in this pack.**

**Working for Off the Record**

We have a committed team of around 70 paid staff (many part-time) and our work is funded through a variety of sources including South West London ICB, London Boroughs of Croydon & Sutton and the Wimbledon Foundation. Some staff are based in our borough-based services but increasingly staff are being given opportunities to work in across-borough initiatives such as our new first contact team.

We recognise our staff are our greatest asset and we invest in ensuring staff are supported, trained and managed in their role. Many of our staff have been worked with us for several years including a substantial number who originally started working with us as volunteers or trainees. Staff have access to regular internal and external training opportunities and to staff benefits including a company pension, an EAP and store & event ticket discounts.

**Applying for the Posts**

This information pack has the Job Description and Person Specification for the Peer Support Worker role. Application packs for our other available posts are on our website [Careers (talkofftherecord.org)](https://www.talkofftherecord.org/get-involved/careers/)

The application form is at the back of this application pack. Please complete the application form and the equality & diversity monitoring form and return them via email to [recruitment@talkofftherecord.org](mailto:recruitment@talkofftherecord.org)  **by 5pm on Tuesday 21 October 2025**. 

**Please only return the application form and diversity monitoring form not the whole application pack.**

Decisions about who to invite for interview will be based on how well someone demonstrates they meet the person specification for the specific post, so please make sure you complete the application form fully and accurately, giving evidence of how you meet each point in the person specification and indicating your relevant knowledge, skills and experience. **Please note that CVs will not be considered.**

Email applicants will receive a confirmation of receipt and shortlisted candidates will be contacted as soon as possible after the closing date.

We hope you will be interested in these posts. If you have any further questions please email [recruitment@talkofftherecord.org](mailto:recruitment@talkofftherecord.org) or visit our website for more information about our services.

**PEER SUPPORT WORKER**

**Role Description**

**Job Title:** Off the Record Peer Support Worker

**Hours:** Full-time, 35 hours p.w.

**Location:** One post is based at Off the Record’s Sutton office at 172 Croydon Road, Beddington, CR0 4PG, the other is based at Off the Record’s Merton office at Vestry Hall, 336-338 London Road, Mitcham CR4 3UD

**Responsible to:** Off the Record Merton Service Manager

**Salary:** £32,287 inc OLW

**Annual leave:** 28 days p.a. in addition to recognised Bank Holidays

**Job** **Summary:** To deliver 1-2-1 and group peer support to people experiencing emotional distress and who would benefit from and want to engage with peer support interventions to aid their recovery goals and longer-term wellbeing. The post-holder will be based within Off the Record Sutton or Merton teams and will also signpost to, and support in the delivery of, broader mental health support within Off the Record.

Background

SW London St Georges Mental Health Trust, as part of their Community Mental Health Transformation Programme, are undertaking a radical transformation of their adult mental health services.

One key element of this transformation is the introduction of an enhanced peer support service for adults. The aim of the service is to support clients through peer support for early intervention, help avoid crisis or deterioration, but also as a step down from more intensive medical support to help reintegrate with the community.

Mental Health Peer Support gives emotional support and promotes access to information and

practical advice to people experiencing mental health difficulties.

A key component is that these staff use their own direct lived experience of mental health

difficulties to support other people. They will work collaboratively with people within their service, focusing on the person strengths and personal resources to offer educational, emotional and practical support towards goals that are defined by the person.

The peer support service will provide 1-2-1 and group peer support to service users who have

been referred via Daily Integrated Allocation Meetings (DIAM).

The peer support service offers a blended approach to delivery, according to the person’s

individual needs. This includes:

* A person-centred, strength-based approach that is responsive to what the individual themselves identifies will support their recovery.
* Service flexibility, including consideration of weekend or early evening support when needed.
* A time-limited, outcome-focused 1-2-1 intervention to support personal outcomes so people can live their lives as independently as possible.
* Appropriate length of group-based support to address intended specific outcomes.
* Access to local services to promote community inclusion and connectedness, enabling sustainable recovery and support.
* Practical support to help people access the right services and support based on needs, preferences, and the options available.

The Peer Support Workers themselves will be supported through:

* Access to peer support training, specialist area training and personal development plans for all peer workers, supporting career progression where possible.
* Appropriate support and supervision.

Peer Support Workers are directly employed through a voluntary sector partner, with the team supported by staff at the Mental Health Trust. Off the Record will employ two Peer Support Workers focussed on work with young adults aged 18-25, with one worker based in Sutton and the other based in Merton. Both workers will be line managed through Off the Record’s Merton manager and will have opportunities to work co-operatively and support and learn from one another.

Main Responsibilities:

1. Regular attendance at the DIAM (Daily Integrated Allocation Meeting) to support the allocation of appropriate referrals into the Peer Support service.
2. Triage of new referrals and offering young people a person-centred, holistic wellbeing assessment that identifies their wellbeing goals and develops a holistic wellbeing plan to support and sustain positive mental wellbeing
3. Delivery of short-term 1-1 peer support sessions with young adults aged 18-25 focussed on providing emotional support and promoting access to information and practical advice to people experiencing mental health difficulties
4. Supporting access to, and the delivery of, a variety of peer and social support groups, workshops and activities available within Off the Record and the wider community.
5. Work as part of the wider peer support team, liaising with the Trust Peer Support Co-ordinators and the DIAM, managing new referrals and working in partnership with peer support colleagues in partner agencies
6. Supporting young people in identifying how to manage their daily lives, building coping strategies and offering key resources to support their wellbeing.
7. Work from a strength-based approach focusing on the person themselves and providing non-judgemental support, respecting diversity and their lifestyle choices.
8. Provide help to navigate the health and wellbeing system and through person centred approaches connect into community resources to reduce isolation and improve wellbeing
9. To monitor the effectiveness of interventions offered through the routine use of outcome monitoring tools reviewed directly with young people
10. To maintain high levels of safeguarding awareness and to respond to risk and safeguarding issues as they arise whilst respecting the young person's autonomy wherever possible.
11. To maintain accurate and up to date records of all work delivered on relevant data systems and to contribute to the monitoring and evaluation of the service
12. To ensure young people's voices are always central to service developments and contributing to young people’s participation and engagement activities in the charity
13. Undertaking direct promotion and publicity of the charity’s services to young people, communities and professionals
14. To attend regular clinical and line management supervision and to attend other team/charity meetings as appropriate including occasional Saturday meetings/training days
15. To actively implement the charity’s equalities and diversity& user engagement policies.
16. Any other tasks, not listed here, but deemed necessary and in the interest of the charity

**PEER SUPPORT WORKER**

**Person Specification**

(E) = Essential, (D) = Desirable

Experience and Knowledge

1. Able to draw on direct lived experience of mental health challenges, either your own or as a supporter of family or friends (E)
2. Experience of providing 1-2-1 support (social, emotional or practical) to people living with a mental health condition (this could be in a health and social care role, in the charity sector, in a voluntary or personal capacity) (E)
3. Experience of facilitating group work and delivering psycho-educational material (D)
4. Knowledge of mental health conditions, and the services and systems that support people experiencing mental ill health (D)

Skills and Attitudes

1. Very strong ability to actively engage with a wide range of young people and an understanding of the issues young people face in their lives.(E)
2. Ability to work consistently with high levels of empathy, warmth and unconditional positive regard (E)
3. A positive level of emotional resilience and fitness/readiness to offer emotional support to others (E)
4. Ability to communicate effectively, both verbally and in writing, with young people, their families, carers, community groups, partner agencies and stakeholders (E)
5. Ability to identify risk and assess/manage risk when working with individuals (D)
6. Ability to handle and be sensitive to the use of confidential information. (E)
7. A working understanding of the principles of equality & diversity and a commitment to providing an inclusive, culturally sensitive service (E)
8. Flexible attitude including a willingness and ability to offer a range of mental health support and to contribute to new initiatives and ways of working (E)
9. Commitment to working collaboratively with young people as full partners in any approach& to supporting user engagement in Off the Record (E)
10. Good IT skills including the ability to maintain accurate records, statistics and database entry (E)
11. Ability to maintain professional working boundaries whilst offering flexible, compassionate support to young people (E)
12. Ability to work independently, reliably and consistently with work agreed and managed at regular intervals (E)
13. Willingness to attend and contribute to peer support team and Off the Record meetings (E)
14. Able to undertake regular travel within the London Borough of Sutton or Merton (E)

**JOB APPLICATION FORM**

***PRIVATE AND CONFIDENTIAL***

Please read the information pack before completing this form

CV’s will not be considered

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| **Post(s) Applied for**: | **Peer Support Worker** | **Closing Date**: | 5pm Tuesday 21st October 2025 |

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| **Family name:** |  | **First name:** |  |
| **Address:** |  | **Email:** |  |
| **Home Tel:** |  | **Mobile Tel:** |  |
| **Are you known to Off the Record?** | Y/N | **If so, in what capacity** |  |

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| --- | --- |
| ***Present Or Most Recent Post*** | |
| **Name Of Employer:**    **Address** | |
| **Start Date:** | **End Date:** |
| **Job Title:**    **Salary:**    **Main Responsibilities:**          **Reason For Leaving:**    **Period of Notice Required by Employer:** | |

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| **Employment History**: In chronological order from most recent  Please include any relevant unpaid work & account for any gaps in employment | | | |
| **Dates**  **From:** | **To:** | **Name of employer** | **Position held/ summary of duties** |
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| **Any additional training/qualifications relevant to this role:** | | | |
| **Dates**  **From:** | **To:** | **College/Institution** | **Qualification/Training attended** |
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| **Person Specification** |
| Please read the person specification(s) carefully and provide clear evidence of how you meet each of the requirements on the person specification.  *You may continue on a maximum of two supplementary sheets.* |
| **Anything else to add:** Is there anything else that you would like to tell us in connection with your application. |
| Due to the nature of our work with children, young people and vulnerable adults, all posts within Off the Record are subject to Enhanced Disclosure and Barring Service checks. Please note that the receipt of a form showing previous convictions/cautions /warnings will not automatically exclude someone from becoming a member of staff/a volunteer at Off the Record. Previous criminal records will be considered in relation to their relevance to the work/placement applied for, the circumstances of the offence and the length of time elapsed since the offence.  If you have any concerns about this part of the application form, please contact the Director at Off the Record. |
| **Rehabilitation of Offenders Act (1974)** |
| Please give details of any unspent convictions, cautions, reprimands or warmings. |
| **Protecting Children & Young Adults** |
| Are you aware of any police enquires undertaken following allegations made against you, which may have a bearing on your suitability for this post? If yes please give details: |

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| **Additional Information** |
| Have you ever worked for Off the Record before in a paid or voluntary capacity or do you have any other connection with Off the Record?           **YES / NO**  **If YES, please give details**    Do you need a work permit to take up employment in the U.K.?                                     **YES / NO**      If offered employment you may be required to complete a Medical Questionnaire. Are you prepared to undergo a medical examination before starting employment if required?                                **YES / NO** |

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| **Referees:** Please give details of two people that we may contact for references one of whom should be your current or most recent employer. | |
| **Reference 1** | **Reference 2** |
| Name | Name |
| Organisation | Organisation |
| Address | Address |
| Postcode | Postcode |
| Contact Tel | Contact Tel |
| Mobile | Mobile |
| Email | Email |
| Relationship to you | Relationship to you |

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| **Declaration** |
| I declare that the information given in this form is complete and accurate.  I understand that any false information or deliberate omissions will disqualify me from employment or may render me liable to summary dismissal.   I understand these details will be held in confidence by the Company, for the purposes of ongoing personnel administration and payroll administration in compliance with the General Data Protection Regulations.  I undertake to notify the Company immediately of any changes to the above details.    Given the nature of the job for which I have applied, I understand that any offer of employment will be subject to information on my criminal record being disclosed to the Company by the Disclosure and Barring Service.    Signed:    Printed:    Date: |

**Return completed Application and Equal Opportunities Monitoring form**

**by email to:** [**recruitment@talkofftherecord.org**](mailto:recruitment@talkofftherecord.org)

**EQUALITY & DIVERSITY MONITORING FORM**

**PRIVATE AND CONFIDENTIAL**

Off the Record is committed to ensuring that all aspects of its services are accessible to the whole community.  In order to monitor the implementation of our equal opportunities policy, all staff, trustees and volunteers are asked to complete the details below.  Completion of all or any part of this form is voluntary but we hope that you will feel able to provide the information requested as this is key to our monitoring procedures.  These forms will not be used in any selection process and are strictly for monitoring purposes only.

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| **Date of Completion** |  | **Application Candidate No**  (for office use only) |  |

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| **Initials** |  | | **Date of Birth** | |  | |
| **Gender**  **(Please tick all that apply)** | Female        Male            Non binary          Trans    Intersex           Please write in  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | |
| **How would you identify yourself in relation to your cultural, ethnic or racial origin?**  **(Please tick any of the boxes below that apply)** | | | | | | |
| ***White***    White British    White Irish    White Other    ***Mixed***    White & Black Caribbean    White & Black African    White & Asian    White Other    ***Chinese*** | | | ***Black or Black British***    Caribbean    African    Other    ***Asian or Asian British***    Indian    Pakistani    Bangladeshi    Other    ***Any Other Background*** | | | |
| **How would you describe your sexual orientation? (Please tick one)** | | | | | | |
| Straight      Bisexual            Gay                    Lesbian      Asexual                 Pansexual                   Please write in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | |
| **Are you registered disabled?** | | No      Yes | | **Registration Number** | |  |
| **If you are not registered disabled, do you consider yourself disabled in a way you would like us to know about?** | | | | | | |
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