

Role Profile: Peer Support Worker – Milton Keynes

Job Purpose

We are searching for a new Peer Support Worker to join our Mental Health services. The role requires applicants to facilitate peer groups and help with the smooth running of Mind BLMK services. The successful candidate will have an understanding of the recovery journey needed to improve mental health and wellbeing. Our peer support and recovery services are a key element of our offer, and we are looking for someone who can use their own lived experiences to provide support to help individuals achieve their goals.

Post no:	671
Closedown:	5pm Friday 9 th October 2026
Job title:	Peer Support Worker
Working base:	Milton Keynes
Reports to:	Operational Crisis Services Manager
Contract type:	Fixed Term Contract (until 31 st March 2027)
Salary:	£7,931.04 (£24,454.04 F.T.E)
Contracted hours:	12 Hours
Working days:	Monday - Friday
Working hours:	Tuesday: 6:15pm – 8:15pm Wednesday: 9am – 2pm Friday: 9am – 2pm
Flexibility required:	Occasional evenings and/or weekends to attend events/meetings
Checks needed:	DBS and 2 satisfactory references

Job Description

Service Delivery

- Facilitate Peer Support groups and ensure outcomes which support individuals with mental health and wellbeing needs and achieves the service's KPIs.
- Support service users to access other services within Mind BLMK.
- Encourage and support client engagement with Mind BLMK through the influence and participation process, Guarantor Membership, and training opportunities.
- Contribute to maintaining an effective volunteer workforce for the service in line with Mind BLMK's HR policies, procedures and guidance (workload planning and support).

- Carry out health and safety responsibilities as directed by the Operations Manager in line with Mind BLMK's H&S policies, procedures and guidance (risk assessments, reviews, reporting, safeguarding, incidents/accidents, premises).
- Carry out cash handling responsibilities as directed by the Operations Manager in line with Mind BLMK's financial policies, procedures and guidance (records, petty cash income and expenditure).
- Carry out responsibilities as directed by the Operations Manager for the collection, updating, monitoring and reporting of service data in line with Mind BLMK's contract and systems requirements and procedures.
- PR when required and as directed by the Operations Manager, represent Mind BLMK to ensure an external presence to promote Mind BLMK's services to increase awareness and beneficiaries.
- Identify and build good working relationships with Central and North West London NHS Foundation Trust, community groups, relevant services and activities for partnership work and signposting as well as keep updated information about them.

PR

- Represent Mind BLMK and ensure an external presence to promote Mind BLMK's services to increase awareness and beneficiaries.
- Identify and build effective working relationships with relevant external contacts, partners and local services.

General

- Work within the ethos, vision and values of the organisation and in line with the organisation's policies and procedures.
- Establish and maintain effective working relationships with the Mind BLMK team and relevant key post holders.
- Attend and contribute to meetings relevant to the role (Business Development, own supervision, appraisal, staff, peer group, SIG, AGM, and external as required).
- Commit to attending mandatory training, even outside of working hours (TOIL provided where necessary) and complete training and qualifications identified for the role in line with organisational need, Staff Development and Training policies and procedures.

Person Specification	Essential/ Desirable
Experience	
Own personal lived experience of mental health challenges and recovery	E
Working within a small service within a wider organisation, including delivering a service against performance targets.	E
Using a dedicated database/system for recording of and reporting service data.	D
Working with and supporting volunteers.	D

Skills, abilities and knowledge	
Evidence of good interpersonal skills and an ability to form peer relationships with service users and carers	E
Establish and maintain constructive working relationships with a wide range of people.	E
Promoting a service.	E
IT (MS Outlook, Word and Excel and internet).	E
Good literacy and numeracy skills.	E
Good communication, motivational and negotiation skills.	E
Valid driving licence and access to a car for work.	E
Understanding the wellbeing needs of and working with people with mental health needs, including those from culturally diverse communities.	E
Knowledge of local community activities and leisure facilities.	D
Carry out assessments.	D
Qualifications and training	
Level 3 Social Care or equivalent qualification.	D

Entitlements/benefits:

Annual Leave	25 days (pro rata) plus long service recognition
Bank Holidays	All (pro rata) as per April to March for each year – usually 8
NEST pension scheme	Auto-enrolment (employer contributes 3%, employee contributes 5%)
Employee Health Cash Plan	Westfield Health Plan including 24hr advice & guidance, Doctor Line 24/7, Westfield Rewards, money back on optical, dental, physiotherapy and more, quick diagnosis from MRI, CT and PET scanning and much more.
Employee Discount Schemes	Discounts available through Blue Light Card & Tickets for Good
Learning and Development	In-house and external as appropriate for the role.
Flexible Working	On request (in line with Mind BLMK policy on Right to Request Flexible Working)
Disability Confident Employer signatory	Mind BLMK has been annually assessed and approved as a Disability Confident Employer (previously “Two Ticks”) since 2008.
Mindful Employer signatory	Mind BLMK has been committed to the Mindful Employer charter since 2008 (www.mindfulemployer.net)