Job Description

Job Title	Peer Connector (Peer/Lived Experience) Hospital to Home Service
Function	Service Delivery
Reports to	Lead Practitioner/Team Manager/Service Manager
Direct Reports	None
Grade/Job Evaluation Level	Core – Coordination
Salary Banding	Individual Contributor B
Created/Reviewed date	September 2026

You will be working for
Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship (RF). We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.

Purpose of the Role

Guided by the Alcohol Specialist Workers and wider Alcohol Team, you will use your lived experience and skills to provide peer-led support to individuals at key transition points from hospital to home and/or into Likewise Treatment Service. The role will focus on strengthening engagement, building trust and supporting individuals to access further treatment and or into sustained recovery.
The post holder will provide person-centred support to individuals experiencing alcohol-related harm who are admitted to or attending hospital.

Accountabilities

- Use lived experience to build trusting, credible relationships with individuals, including those who may not be yet have engaged with or be disengaged from services
- Provide emotional and practical support during high-risk transition periods
- Act as a positive role model, demonstrating recovery and stability and support individuals to engage with peer support and promote contact with those with lived experience.
- Contribute to a team effort that supports individuals transitioning from hospital to home
- Encourage engagement with Likewise treatment services or other recovery support services
- Support individuals to develop coping strategies and relapse prevention approaches
- Assist in the provision of health education and advice on health promotion to clients, families and carers.
- Promote wellbeing, independence, and community integration
- Strengthen engagement with services such as housing, health and social care if needed
- Advocate on behalf of clients to ensure access to services
- Contribute to joint support planning and case reviews in conjunction with the Alcohol Specialist Worker and wider treatment teams

- To develop and maintain effective partnership working relationships with a wide range of support providers and stakeholders to maximise opportunities for people to access
- To act as an advocate, where appropriate, on behalf of clients to promote access to and engagement with sources of support and community assets
- Maintain appropriate professional boundaries within a peer role
- Recognise and respond to safeguarding concerns
- Share relevant information with the team to support risk management

General Accountabilities (List of accountabilities applicable to all roles)

- Work flexibly, including community visits and lone working
- Keep accurate and confidential client records using relevant Management Information Systems.
- Undertake continuing professional development including participating in clinical supervision, performance appraisals and attending training as/when required.
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework and safeguarding policies and procedures.
- Keep abreast of policy and professional development within your area of professional expertise.
- To promote, adhere to and live our workplace values of being honest, committed and inventive.

Values and Competencies

Our Values

- **Kindness**
- **Courage**
- **Respect**

Our Competencies
- Lead and Inspire - Defines the future direction of Waythrough through identifying current and future challenges and longer-term opportunities. - 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 Waythrough'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.

Person Specification

Qualifications	Essential or Desirable
GCSE/'O' Level in Maths & English (Grade A-C) or equivalent qualification	**Desirable**

Qualification or training in health and social care, housing, substance misuse, counselling or related field (for example NVQ)	**Desirable**

Skills	**Essential or Desirable**
Ability to build trusting relationships and engage people	**Essential**
Ability to motivate and inspire individuals to make positive changes.	**Essential**
Reliable and able to maintain consistency with clients	**Essential**
Commitment to personal development and ongoing recovery	**Essential**
Willingness to use lived experience in a professional and appropriate way	**Essential**
Ability to manage personal boundaries and maintain professionalism.	**Essential**
Understands when to seek support and avoid becoming over-involved or/and feeling overwhelmed within the role	**Essential**
Engages positively with supervision, support, and feedback	**Essential**

Experience	**Essential or Desirable**
Lived experience of substance use and recovery	**Essential**
Experience of engaging with support services (e.g., treatment services, housing services, mental health services).	**Essential**
Demonstrable experience of supporting, mentoring, or advocating for others (formal or informal).	**Essential**

Understanding of the challenges associated with substance use, recovery journeys, and/or homelessness.	**Essential**
Experience in completing assessments and care planning	**Desirable**