**Job Description – Lived experience involvement Worker.**

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| Responsible to | Liverpool Services Manager |
| Salary | NJC 9 (£25,119) |
| Hours per week | 35 |
| Annual Leave per annum | 25 (rising to 30 day after 5 years) |
| Main base | Liverpool City centre |
| Contract | Permanent |
| Level of DBS check | Enhanced |

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| Main aims of the post |
| To support the expert by experience programme, enable service users and people with lived experience, to have a voice in Drug and Alcohol Services through a range of engagement, training, and volunteering opportunities.  Support the of the running of the Hub, into a centre of excellence for people with Lived experience of substance misuse, to build positive relationships, using their unique experience to address inequalities, barriers and highlight good practise in the system.  The post will facilitate engagement activities at the hub, including experts by experience volunteers at the hub, to support members to have their voice heard. the post will support other services in the Liverpool Hub including Community Voice, Big Life Homes, and The Big Issue.  To provide peer advocacy service to people and families affected by Drug and Alcohol addiction across Liverpool. |

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| 1. To contribute and support Lived experience involvement approaches for the Liverpool *Hub* and people and communities across Liverpool. |
| 1. To co-produce a program of activities, to meet the needs of members, increase inclusion and involvement and ensure all voices are heard on a weekly basis. |
| 1. Actively promote and develop the culture of the *Hub;* mutual support, care, and valuing all member’s contributions. |
| 1. Promote the benefits of lived experience and experts by experience, including developing information relevant to the community and ensuring visibility and across the city |
| 1. Monitor and capture information and data for evaluation, including stakeholder feedback. |
| 1. Work towards achievement of relevant Key Performance Indicators and agreed targets. |
| 1. To assist in running of the Service User Forum meetings. |
| 1. To assist the Liverpool services manager in promoting the Hub and aspects of Lived experience Involvement to all stakeholders, with particular emphasis on those under-represented within the service. |
| 1. To attend relevant meetings related to lived experience and service user involvement. |
| 1. To be an active part of the Liverpool team and supporting the other services within the hub, including Big Life Homes and Big Issue North. |
| 1. To be part and support the Experts by Experience the Liverpool Support Hub advocacy Service. |

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| **General work-related expectations** |
| 1. To work within the Service User Involvement group mission and its core values |
| 1. To work in accordance with all policies and procedures of the Service User Involvement group particularly (but not exclusively) Health and Safety, Safeguarding and Confidentiality. |
| 1. To commit to own personal development and attend training or development activities as appropriate. |
| 1. To work in accordance with all relevant legislation |
| 1. To undergo regular supervision and appraisals |
| 1. To undertake any other duties as appropriate to the post |

**Person Specification – Lived Experience Co-ordinator**

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

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| Area | Method of assessment | Essential or desirable |
| **1.Experience** |  |  |
| 1. Lived experience of substance misuse | A/I | E |
| 1. Experience of working with people with multiple and complex needs. | A/I | D |
| 1. Experience of working with a range of service providers and stakeholders. | A/I | E |
| 1. Experience of creating and coordinating engagement activities | A/I | E |
| 1. Experience of overcoming resistance and challenges from both communities and organisations | A/I | D |
| 1. Experience of participating in external meetings and contributing effectively | A/I | E |
| **2.Skills** |  |  |
| 1. Ability to identify and manage operational risks in service delivery | A/I | E |
| 1. Ability to engage with groups and individuals who do not usually interact with agencies | A/I | E |
| 1. Ability to forge strong community relationships and links | A/I | E |
| 1. Ability to effectively work with a range of people from different skills and backgrounds, both internally and externally. | A/I/P | E |
| **3.Knowledge** |  |  |
| 1. Knowledge of the barriers that service users face when accessing mainstream services | A/I | E |
| 1. Knowledge of the local area your service is based in (community groups, services available as well as local demographics) | A/I | D |
| 1. Extensive knowledge of the assets as well as the needs of the communities we work in | A/I | D |
| 1. Knowledge of the issues facing drug and /or alcohol service users. | A/I | E |
| 1. Knowledge of adults at risk and safeguarding | A/I | E |
| 1. Knowledge of professional boundaries | A/I | E |
| **4. Personal** |  |  |
| 1. A positive outlook and a ‘can do’ attitude | A/I | E |
| 1. Personal resilience and a flexible attitude in the face of difficulties | A/I | E |
| 1. Commitment to working towards the Service User Involvement group’s missions and values, including having a non-judgemental approach. | A/I | E |
| 1. Commitment to personal development and willingness to regularly update skills and experience. | A/I | E |