

Gaddum

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Job Description: Lived Experience Coordinator (Greater Manchester Co-Occurring Conditions Standards)

Job Title: Lived Experience Coordinator

Accountable to: Chief Executive and Board of Trustees

Responsible to: Head of Operations

Reporting to: Engagement and Coproduction Service Manager

Location: Hybrid (Manchester office, homeworking and other service delivery sites as appropriate)

Salary: £29,577

Hours: Full Time (35 hours per week, with flexible working required to suit the needs of the role)

Contract: 12-month fixed term contract

Context

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work in four Greater Manchester authorities, Manchester, Rochdale, Salford and Stockport.

Job Summary

Community Mental Health Transformation is part of a long-term plan to improve mental health services. Big Life Group has commissioned Gaddum to support the development of mental health lived experience in the development of Greater Manchester's Co-Occurring Conditions Standards.

Job Purpose

To support and lead the development of lived experience engagement within the coproduction of the Greater Manchester standards for co-occurring conditions. You will support people with lived experience to attend and contribute to design and testing session of services and systems.

You will work with the GM Co-Occurring Conditions Team and wider partners across GM to ensure lived experience is at the heart of mental health services in Greater Manchester.

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Main Duties and Responsibilities

- Co-ordinate and support people with lived experience to engage.
- Approach other partner mental health organisations to get as broad and diverse group as possible, which represents the diverse communities of Greater Manchester.
- Identify and build upon best practice for co-production, co-design, and engagement of people in the identification, development, and delivery of our services/activities.
- Identify and, wherever possible, remove barriers to panel member participation including but not limited to travel, childcare, carer responsibilities and translation costs.
- Design and deliver a full induction and training for the group, where they will coproduce their terms of reference, remuneration policy and ground rules for working. Coordinate regular meetings and events via a hybrid approach of face-to-face and virtual.
- Work collaboratively with other coproduction leads across Gaddum.
- Manage the recruitment specific additional members for each of these opportunities, depending on the theme of the event.
- Ensure that panel members, whether from the core group or single invitees, are properly off boarded.
- Assist Lived Experience members to capture their experiences into their CVs or find opportunities in the community where people with lived experience are needed to help change services (such as management committees or working groups).
- Maintain records and data and to provide regular monitoring reports and outcomes, including end of project evaluation report.
- Contribute to Gaddum newsletters, website, and meetings, sharing information and learning from the programme.

Other Duties and Responsibilities

- To represent Gaddum at external meetings and event.
- To maintain awareness of local, regional, and national issues relevant to the objectives and expectations of the Charity.
- To meet regularly with line manager for supervision.
- To organise and attend meetings as required by the Coproduction & Engagement Service Manager.
- To undertake additional duties within the competence of the post holder as required by the Head of Operations.
- Flexible approach to working patterns to suit the needs of the role and responsibilities as required.
- Explore possibilities for business development of service areas in collaboration with the Head of Development & Innovation.

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The post holder will be required to undertake other tasks as reasonably directed by the Programme Management and Senior Management Team, which will usually be commensurate with the skills and experience of the post-holder.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job on the date the job description was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures. This role is subject to an Enhanced DBS check.

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Person Specification:

Criteria	Essential	Desirable	Assessed
Qualifications & Training	<p>Maths and English GCSE at grades C or above (or equivalent qualification).</p> <p>Hold a relevant professional qualification or equivalent relevant experience.</p> <p>Previous experience of applying Equality and Diversity duties in the workplace.</p> <p>Evidence of continuous professional development.</p> <p>Skilled in delivering training and other information to professionals, citizens, and their communities.</p> <p>Understanding of the issues around access & barriers to services faced by some members of the community.</p>	<p>Educated to degree level or equivalent or demonstrable prior experiential learning.</p> <p>Experience of providing support to vulnerable individuals.</p> <p>Qualification in training delivery (e.g. PTLLS or equivalent).</p>	Application/Interview/Test
Knowledge & Experience	<p>Experience of delivering training to professionals and citizens.</p> <p>Knowledge and understanding of coproduction principles and practice of service user involvement.</p> <p>Experience of advocating on behalf of citizens.</p> <p>Experience of being involved in the safe recruitment, selection, and support of volunteers.</p> <p>Working knowledge of Safeguarding process and procedures.</p> <p>Good understanding of the structure of community care, health and voluntary sector.</p> <p>Experience of producing evaluation/outcomes reports</p>	<p>A good knowledge of agencies, organisations and professionals with a Greater Manchester remit.</p> <p>An understanding of contracts, monitoring and reporting.</p> <p>Experience of being the safeguarding contact for unpaid individuals.</p>	Application/Interview/Test

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<p>Skills & Abilities</p>	<p>Excellent verbal, presentation and written communication and negotiation skills.</p> <p>Ability to work in multi-disciplinary settings and working in partnership with other professionals, agencies/organisations and a range of stakeholders.</p> <p>The ability to build and maintain relationships with key stakeholders.</p> <p>Good IT skills including effective use of databases.</p> <p>Solution focussed attitude and an ability to deal with complex negotiations with multiple stakeholders with competing priorities.</p> <p>Extremely well organised, able to prioritise and plan own work; take responsibility in decision making, and work to tight deadlines.</p> <p>Solution focused approach to problem solving and conflict resolution.</p>	<p>Experience of presenting information in a variety of formats for different audiences.</p> <p>Ability to create and deliver presentations to professionals.</p>	<p>Application/Interview/Test</p>
<p>Values and Personal Attributes</p>	<p>A commitment to Gaddum values.</p> <p>A commitment to equality, diversity and inclusion.</p> <p>Flexible and positive work ethic. The post holder must display integrity, honesty and good judgement.</p>	<p>Knowledge of Gaddum and its services.</p>	<p>Application/Interview</p>
<p>Other requirements</p>	<p>Flexible approach to working hours to meet the needs of the service</p>	<p>Ability, with advance notice, to working evenings & weekends if required by the organisation</p>	<p>Application/Interview</p>

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