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# Appendix 19.

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Expert Patient  
Programme  
Toolkit

# Appendix 19. Lived Experience Facilitator Job Description

## Job Description

Job Details		Expert Patient/Carer Facilitator (Older Adult) (Medical Education)
<b>Job Title:</b>	Peer Educator (Medical Education)	
<b>Reports to:</b>	Lived experience educator- coordinator	
<b>Accountable to:</b>	Expert patient project lead	
<b>Band:</b>	NHS Agenda for change band 3 (subject to confirmation)	
<b>Main Location:</b>	Psychiatry Teaching Unit, Radbourne Unit, Derby / home based, Occasional work across DHCFT and independent/voluntary organisations across Derbyshire	
<b>Date:</b>		

## Job Summary

It is a requirement that statutory organisations engage service receivers and carers in consultation in the design, delivery and monitoring of mental health services. This extends to the education of future health care professionals.

Derbyshire Healthcare NHS FT (the Trust) provides placement opportunities in psychiatry for medical students attending the University of Nottingham. The Trust seeks to deliver a teaching programme for students on placement that places the lived or living experience of mental illness at the heart of its offer. This is achieved via the delivery of a long established, award winning 'expert patient' and 'carer' programme.

The holder of this post will support people who use aspects of their lived experience of mental illness in the education of medical students attending their psychiatry placement in Derbyshire

## Dimensions

### ROLE PROFILE:

Work as a member of the Psychiatry Teaching Team at Derbyshire Healthcare NHS FT to:

- Offer a friendly, caring approach to supporting the expert patient / carers who are involved in the education of medical students and the students receiving that teaching.
- Follow processes and protocols that seek to preserve the well-being and ensure the safety of the expert patients who contribute to our work.
- Implement, under supportive supervision, the 'lived experience' components of an established teaching programme, collecting feedback data to ensure that the programme remains of the highest quality

All necessary training for this role will be provided.

## Dimensions

### KEY RESPONSIBILITIES:

- Provide support to expert patient / carers who are involved in the lived experience aspects of the teaching programme, drawing on own lived experience of mental illness and recovery where appropriate.
- Build rapport with expert patient / carers and be approachable and non-judgemental - spending time talking and listening to people involved in the programme.
- Provide information on the programme to prospective new expert patients / carers and professional staff
- Assist with recruitment of expert patient / carers to the programme, particularly seeking to reflect the diversity of Derbyshire's population
- Attend relevant meetings to keep up to date on any changes or developments within the organisation.
- Work collaboratively with and be prepared to take guidance from colleagues within the teaching team and the wider organisation.

### Main Duties

- Provide pastoral support and advice to expert patients / carers who currently work alongside the Psychiatry Teaching Unit staff team – drawing on their own lived experience of caring for someone with mental illness or recovering from Mental illness where appropriate
- Build rapport with expert patients / carers, displaying inclusive, non-judgemental attitudes always.
- Spend time talking and listening to expert patients / carers.
- Work with expert patients / carers to develop their capacity to contribute to the teaching programme, through coaching and mentoring people who participate in the lived experience parts of the teaching programme.
- Contribute to any review of curriculum content or method of delivery – by drawing on own lived/living experience of mental illness as service receiver or carer and by supporting and empowering expert patients /carers involved in the programme to be heard.
- Help to identify gaps in the lived experience aspects of the teaching programme and work alongside colleague to resolve them.
- Take responsibility for identifying training needs and assist in delivering training sessions for service receivers, carers, management team in how to provide appropriate support.

### The post holder will never be expected to:

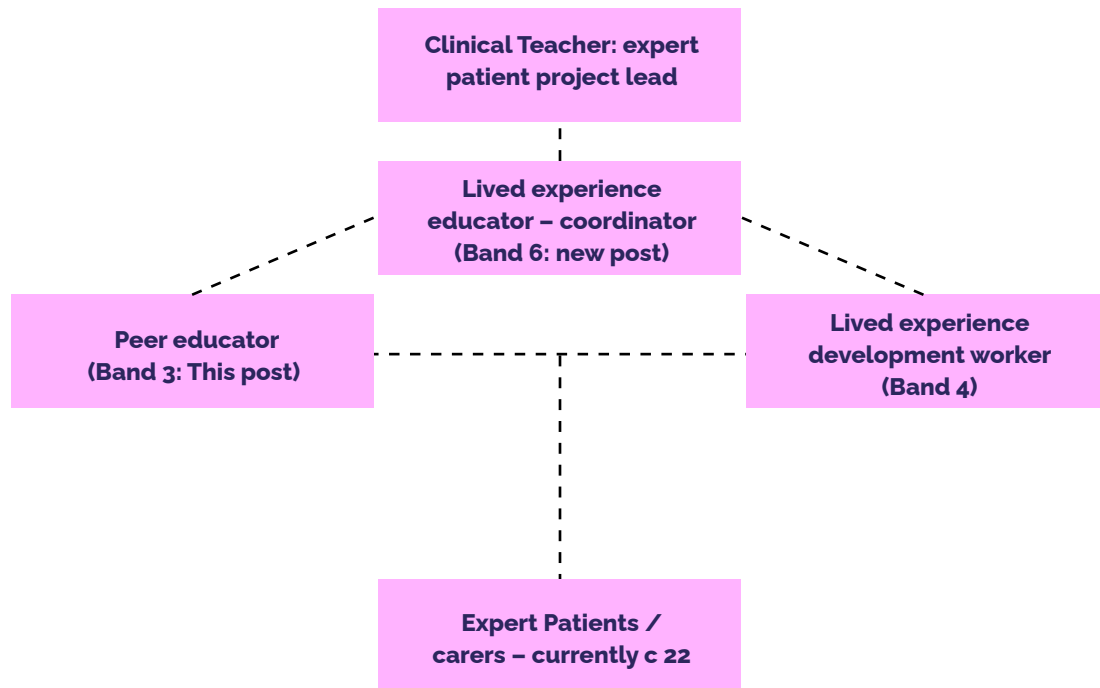
- Deal personally with any complex problems that expert patients may present with. Instead, the post holder will be expected to escalate any such issue in line with Unit policy and protocols.
- Tolerate any verbal or physical aggression. In this event the post holder should seek immediate support from another member of staff.
- Carry out tasks which they have not received adequate training for.
- Be involved in manual handling without appropriate training to do so.

### OTHER REQUIREMENTS/ RESPONSIBILITIES:

#### The individual

- Must have good, empathetic, and compassionate communication skills
- Be able to liaise appropriately between the teaching unit staff and service users and carers
- Be able to understand the learning needs of medical students and assist with Lived experience contributions to meet those learning needs
- Will be expected to gain an understanding of unit procedures and associated potential risk factors
- Will be trained in how to seek help if they identify a potential risk
- Will have an awareness of Health and Safety issues
- Be willing to undertake mandatory training and further training relevant to the role including that on confidentiality and information governance.
- Be aware of and uphold Trust values

#### 4. Organisation Chart



#### Knowledge, Skills And Experience

1. Experience in participating teaching and/or training about mental health
2. Experience of reviewing teaching materials with regards to consideration of patient carer experience in mental health awareness and care packages
3. Attend relevant training as identified to fulfil the role of Peer Educator
4. Maintain an up-to-date knowledge and comply with all the relevant trust policies and work in adherence to the trust values. Ensure good knowledge of confidentiality and health and safety procedures
5. Maintain personal safety through use of lone working policy and local procedure

#### Key result areas

- A. Support the delivery of the expert patient / carer program- coordinate interviews, support individual EP's/Carer's, provide feedback to students
- B. Support the development of new teaching materials to enhance the expert patient / carer program
- C. Advocate for the importance of lived experience to be at the heart of education in psychiatry
- D. Improve expert patient / carer experience in contributing to the teaching program by providing peer support