

Appendix 17.

Expert Patient
Programme
Toolkit

Appendix 17. Job Description for Lived Experience Development Worker Post

Job Description

1. Job Details

Job Title: 'Patient Experience' Development Worker

Reports to: Lived experience coordinator

Accountable to: Lived experience coordinator

Band:

Main Location:

Date:

2. 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 post will support service receivers who contribute to this work, and will help to develop and co-ordinate this activity.

“Service-user leadership is fundamental to designing, delivering and checking services that support people to fulfil their potential. Only by transforming services in the way that the people who use them want us to can better outcomes be achieved at a time of real budget constraint.”

Dr Geraldine Strathdee, National Clinical Director for Mental Health, NHS England.

3. Dimensions

ROLE PROFILE:

Work as a member of organisation name to:

- Offer a friendly, caring approach to supporting the service receiver's who are involved in delivering the consultation.
- Develop processes and protocols for the safe management of service receivers who contribute to the work.
- Implement and evaluate the programme, and provide recommendations to organisation name for changes to the programme.

All necessary training for this role will be provided.

3. Dimensions

KEY RESPONSIBILITIES:

- Provide support to service receivers who are involved in the consultation programme.
- Build rapport with service receivers and be approachable and non-judgemental Spend time talking and listening to service receivers /carers, offer refreshments, support admin in duties.
- Provide information on the service receivers programme to new service receivers /carers and professional staff
- Assist with recruitment of service receivers to the programme particularly to reflect diversity of Derbyshire's population
- Attend relevant meetings to keep up to date on any changes or developments within the organisation.
- Working collaboratively with and be prepared to take guidance from organisation management team.

Main Duties

- Provide direct support and advice to service receivers and carers currently working with the organisation name, through one to one consultation, briefing meetings and support meetings.
- They will build rapport with service receivers and be appropriate and non judgemental
- Spending time talking and listening to service receivers including practical activities such as offering refreshments
- Take a lead in reviewing and establishing an agreed way of delivering support to the consultation programme
- Work with service receivers and carers to develop their capacity to contribute to the engagement programme, through one to one consultation, briefing, and support meetings.
- Establish and Chair a Service User and Carer Advisory Reference Group for UPTU Programmes. Contribute to curriculum enhancement by e.g. co-facilitating review days for staff and service users and carers, including review of curriculum content and delivery in relation to ways of involving service users and carers.
- Work with teaching staff to ensure user and carer involvement is embedded in the delivery of teaching, including discussion of course materials, selection of external learning providers and structure of teaching sessions, with particular emphasis on developing the skills and qualities relevant to service users and carer involvement in medical education.
- 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 'Lived Experience' Development Worker/post holder will never be expected to:

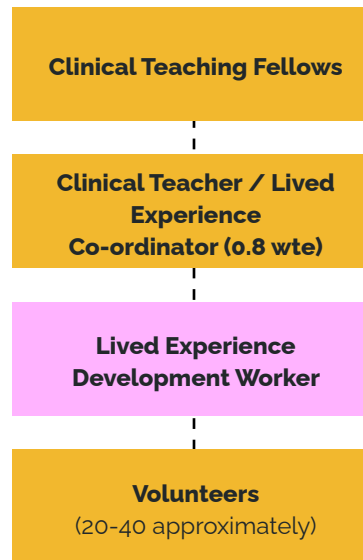
- Deal personally with any complex service receivers or relative problems but should refer to a clinician.
- Tolerate any verbal or physical aggression and should seek immediate support from a member of staff
- Carry out tasks which they have not received adequate training for
- Be involved in manual handling without appropriate training to do so
- Supervise any children of service receivers or relatives

OTHER REQUIREMENTS/ RESPONSIBILITIES:

The individual

- Must have good, empathetic 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



5. Knowledge, Skills And Experience

1. Experience in formal teaching with groups of people
2. Experience of reviewing and developing teaching materials
3. Experience in writing academic papers
4. Attend relevant training as identified to fulfil the role of Lived Experience Development worker
5. 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
6. Maintain personal safety through use of lone working policy and local procedures
7. Comply with non-clinical staff code of conduct

6. Key result areas

- A. Review teaching materials used in undergraduate medical teaching programme
- B. Develop new teaching materials to enhance the 'lived experience' programme
- C. Write a report on the evaluation of the lived experience programme, with a view to submit for publication
- D. Introduce concept of the Lived Experience Development Worker to the organisation and evaluate the impact of this post
- E. Improve Service Users/Volunteers experience in contributing to the teaching programme by providing peer support
- F. Establish links with other post-holders with lived experience of mental illness in health education, ie Birmingham University

7. Communications And Working Relationships

- Work within the undergraduate teaching team and develop positive working relationships with service users/volunteers
 - Communicate with team members to provide information that informs future planning and development. Communicate through verbal contributions in meetings and electronic written reports
 - Provide relevant information to the teaching team on volunteer's feedback
 - To work with teams in the wider organisation to raise the profile of recovery and peer support
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8. Most Challenging Part Of Your Job

- To work in and shape a developing role in an organisation that does not yet have established peer support worker roles
 - To balance and manage the different elements of the role and work across different areas
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9. Job Description Agreement

Job Holder's Signature:

Date:

Senior Officer/Head of Department's

Signature:

Date:

Title:

PERSON SPECIFICATION

Job Title:	Patient Experience Development Worker	Band:	4
Reports to:	Lived experience coordinator	Main Location:	Undergraduate Psychiatry Teaching Unit
Accountable to:	Lived experience coordinator	Hours:	22.5

Area	Essential	Desirable
Attainment/ Qualifications	<ul style="list-style-type: none"> Educated to degree level Completion or willingness to complete Trust essential training 	<ul style="list-style-type: none"> Teaching qualification
Skills	<ul style="list-style-type: none"> Excellent written, verbal and non-verbal communication skills Good team-working skills Able to relate to and work with a wide range of people Professional in appearance and behaviour Able to maintain professional boundaries and work to a code of conduct Ability and willingness to reflect on work practice and be open to receiving constructive feedback Ability to analyse teaching materials and make recommendations Ability to manage stress and prioritise workload Presentation skills Able to work in an enabling and creative way Computer literate and willing to learn Trust IT system 	<ul style="list-style-type: none"> Knowledge of regional and national organisations involved in supporting those with mental health issues Knowledge and experience of organisations who encourage lived experience roles
Knowledge/ Experience	<ul style="list-style-type: none"> Personal experience of mental illness, including that of carer Experience of teaching small and large groups Experience of writing academic paper, ie Degree level 	<ul style="list-style-type: none"> Experience of being in a supportive and enabling role. Experience of working in a team Experience of developing and evaluating teaching materials
Disposition	<ul style="list-style-type: none"> Emotional maturity and range of life experiences Flexible and Reliable Patient, non-judgemental, respectful and compassionate Good organisational skills Ability to use initiative 	
Circumstances/ special demands	<ul style="list-style-type: none"> Able to travel to a range of locations by public transport or own transport 	