A full UK or equivalent driving license are beneficial

**Service User Engagement Lead**

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| Hours | 37hrs per week |
| Line manager | Deputy Head of Operations |
| Contract | Permanent |
| Annual Leave | 25 days (not including bank holidays). |
| Benefits: | * Stakeholder pension scheme * 25 days’ holiday, plus bank holidays * Comprehensive Employee Assistance Programme * Access to our Stonepillow Wellbeing and Mindfulness app * Discounts Portal giving access to a range of discounts for 3rd sector organisations * Flexible working arrangements * Support for ongoing Learning & Development |

**Organisational background**

Stonepillow is a West Sussex based Charity, providing support and accommodation to empower and support people who are homeless, vulnerably housed and who have multiple needs, to achieve sustainable independence and wellbeing.

We achieve this through the delivery and support of our range of services which include; Residential Hostels, Outreach Support, Day Hubs, Supported Move on Accommodation, Abstinent Based Recovery Service and our Young People’s Accommodation and Support. Our model of support is based on prevention, relief, recovery and resettlement all delivered in partnership and collaboration with those who have lived experience and statutory and community based agencies. We deliver services using a trauma informed and strength-based approach within environments which are welcoming and engaging.

We strive to support every individual with their journey to independence and positive wellbeing in a way that is meaningful for them. No journey is the same and the voice of the person is always at the heart of what we do.

**Summary of the Role**

This position is a new and exciting lived experience role that will utilise your lived experience, to role model, communicate, develop and feedback: Informing all areas across our organisation to promote and develop meaningful Client Engagement and Co-production on all aspects of work at Stonepillow, including developing new services to meet gaps in provision, learning and strengthening existing services, and providing input into wider strategies.

You must have lived experience of at least 2 of the following: Homelessness, substance misuse, mental health issues, contact with the criminal justice system, care leaver, and domestic abuse.

Working in partnership with people who use our services, our staff, the central Stonepillow team and external organisations, you will be passionate, empathetic and considerate about informing change that ensures the voices of the people we support are heard.

The role will ensure Stonepillow are engaging the people we support in a meaningful way, that benefits their wellbeing, and directly influences decisions made at all levels of the organisation.

Through lived experience knowledge and promoting the organisations values and co-production best practice, you will develop systems and approaches that are inclusive, fair, supportive and beneficial to client’s wellbeing and personal development goals.

You will be creative, and broad in your approach to actively support the voice of all client’s, through setting up systems which promote inclusivity, coproduction and fun. This will also ensure that those who may experience multiple complex needs or do not feel comfortable in formal surroundings are enabled to engage in their chosen way.

**Key Responsibilities** – These can sometimes feel daunting. The focus is that you will develop your skills and knowledge.

1. To facilitate and support Stonepillow Clients, Central Team, Staff and volunteers to develop, implement and embed best practice of co-production working throughout the organisation. This may include research into models in other areas and being part of wider Lived Experience networks to inform new ideas and transferable practice.
2. To utilise own lived experience to role model and communicate with understanding and hopefulness, ensuring the voice of clients is heard and results in meaningful change.
3. Working with the Deputy Head of Operations to produce and deliver organisational co-production and client engagement strategy and implementation plan, feeding back to the Senior Leadership Team and taking the lead to action progress and reporting in line with coproduction and engagement implementation plan.
4. To work closely with the Services, Clients and Staff to identify and implement tailored service plans, identifying specific service needs and people to be involved at different levels and in different capacities in client engagement and co -production.
5. To facilitate and participate in working groups, activities and develop joint ideas which can then translate into shared action plans to ensure client engagement and co-production across all services.
6. Encouraging and engaging clients, enabling opportunities for people to be involved in a way that they feel comfortable and listened to, ensuring people with lived experience are heard and their expertise directly influences decisions made at all levels of the organisation. This can be innovative and fun. There are many methods which can be tested to do this. It is not all about formal meetings.
7. To contribute to and promote the Changing Futures programme, by sharing ongoing learning and developing good practice involving clients in positive and collaborative system change. <https://www.westsussex.gov.uk/news/further-help-to-prevent-people-from-crisis-in-sussex/>
8. Engage and promote partnership working internally within Stonepillow and to develop policies and procedures across the organisation that are directly influenced by Stonepillow values, client feedback, observations, and co-production best practice.
9. Source, promote and organise client activities, including social, volunteering and educational, gaining feedback from clients regarding their experience and further desired opportunities.
10. To support access for group sessions at our Resource hub, collating feedback to be communicated to Resource Hub Manager.
11. Contribute to organisational bids/tenders to secure funding to enable further co-production opportunities, ensuring that the Lived Experience view is embedded in all we do and develop.
12. To advocate and represent individuals experiencing multiple disadvantage at programme forums or other regional or national events. -This is really exciting as there is so much happening both locally and around the Country.
13. Partnership work and liaison: As part of the induction and onboarding process you will be introduced to groups and those who are undertaking similar work in other organisations. Stonepillow is well connected with many Lived Experience networks and organisations which will be connected to this role.

* Working in partnership with people who use Stonepillow services and our staff to integrate a co-produced way of working across the organisation.
* Responsible for facilitating groups and supporting strong collaboration, bringing different skills and experiences together.
* Develop and apply various methods of gaining feedback; for example, satisfaction surveys, discussion groups, and 1:1 meetings.
* To work on identified projects, implementing plans in close collaboration with individuals with lived experience, colleagues and external agencies.
* Closely working with community-based projects and local facilitators in supporting engagement in focused activities.
* Attend meetings as required, both internally and with external agencies.

1. Administration duties: You will be provided with equipment, support and tools to complete administrative duties.

* Prepare and record internal meetings accurately, including preparing agendas, communicating relevant updates and taking minutes.
* Support the organisation in producing evidence information reports for internal and external purposes.
* Use appropriate and preferred ways of communication across a wide range of audiences and situations, including sending and responding to emails

1. Quality and Performance management: Training will be available to build your knowledge and skills in this area, developing understanding of terminology.

* Support services to achieve measurable action plans with outcomes reporting to demonstrate Client co-production and engagement progress.
* Ensure accurate and timely recording in line with the responsibilities of the role, including mapping organisational progress using the “Ladder of engagement”.
* Take every opportunity to involve clients in the design and delivery of services, and to provide feedback on the quality-of-service provision.
* A commitment to training and own personal development.

1. Compliance with Organisational policies and regulatory requirements – Induction training will include this area to ensure you receive the knowledge and information you need.

* Always abide by Stonepillow policies, procedures and regulatory requirements, in particular:

- Health and Safety

- Adult and Child/Young People Safeguarding,

-Professional Boundaries, Duty of Care,

- Confidentiality, Information Sharing protocols and General Data Protection Regulations.

- HR Policies and procedures

- Code of Conduct

1. Equality and Diversity

* Be an active advocate to all aspects of equality, inclusion and diversity – by attitude, example and approach.
* Lead engagement of the voice of underrepresented cohorts including the LGBTQ+ community.

1. General

* To ensure that the Values of the organisation (Focused / Inclusive / Innovative / Kind / Accountable) are always present in your work and behaviour, to ensure our clients are at the heart of our organisation and work.
* Work collaboratively on projects and priorities with your line manager which may vary from time to time.
* Good written and verbal communication.
* Maintain personal development and career aspirations including participation in 1:1 sessions with your manager, appraisals, reflective practice and training.
* Undertake any other duties as may be required from time to time in line with your status and capabilities.

This job description covers the current range of duties and will be reviewed from time to time. It is Stonepillow’s aim to reach agreement on changes, but if agreement is not possible, Stonepillow reserves the right to change this job description.

Stonepillow is an Equal Opportunities Employer and positively welcomes applications from all sections of the community.

A car with a valid driver’s licence is desired but not essential for this role.

Signed……………………………………………………..

Date………………………………………………………..