**Person Specification**

**Service User Engagement Lead**

Detailed below are the type of skills, experience and knowledge that are required of applicants applying for the post. The Essential Requirements indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post.

The points detailed under Desirable Requirements are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential but may be used to distinguish between acceptable candidates.

Knowledge relates to specific skills, information acquired by candidates through practical experience and key competencies that may be required i.e. numeracy skills, dealing with challenging situations etc.

Experience is more education/training focused. Courses undergone in relevant subjects – NVQs, degree, post grad etc. In order to avoid age discrimination, manager can state degree or relevant working experience in xyz.

Key: E = Essential D = Desirable S=Short list criteria I = Interview

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| **Criteria** | **E or D** | **S or I** |
| **Knowledge** |
| Good knowledge of challenges associated with homelessness, substance misuse and multiple disadvantage. | E | S/I |
| Commitment to and good understanding of equality, diversity and inclusion. | E | S/I |
| Understanding of professional boundaries, confidentiality and the ability to apply these. | E | I |
| Knowledge of coproduction best practice and delivery. | E | S/I |
| Knowledge of trauma informed care (TIC) and psychologically informed environments (PIE)  | D | S/I |
| **Skills** |
| Passionate about the value of lived experience to implement a cultural change towards a co-produced way of working. | E | S/I |
| Ability to work with people with lived experience with an empathetic and non-judgemental approach. | E | S/I |
| Emotional resilience and the ability to keep calm under pressure.  | E | I |
| Strong verbal and written communications skills, with confidence in speaking at meetings, preparing agendas, writing minutes and action plans. | E | S/I |
| Ability to gain feedback through varied sources, collate information and present/feedback accordingly. | E | I |
| Excellent planning, organisational and record keeping skills.  | E | S/I |
| Good computer literacy skills with ability to make effective use of systems.  | E | S/I |
| Ability to communicate with a wide range of people including, clients, staff and external agencies/partnerships.  | E | S/I |
| Commitment to personal growth and extending own professional knowledge and development. | E | S/I |
| **Experience** |  |  |
| 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.  | E | S/I |
| Experience of providing peer support in a voluntary or paid role. | E | S/I |
| Experience of leading others to effect positive change. | E | S |
| Experience of effective team working. | E | I |
| Experience of working within a coproduction role. | D | S/I |

**Stonepillow Values**

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All staff at Stonepillow are expected to work according to our five values. Below are examples of the behaviours expected for each of them. These will be assessed at interview and are included here to inform your expectations of the type of person we are looking for to join our organisation.

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| **Inclusive** Blockchain |
| ***Valuing diversity*** * The smallest minority is the individual.
* We respect and value people for who they are, and believe that by giving people a voice, and listening to what they have to say, we all benefit.
* We are open and value differences to ensure we maintain our professional boundaries
* We look to involve our clients, volunteers and staff in all we do, and where we see it, we challenge discrimination.
* We believe in giving people at all levels a voice in decisions.
* Giving every individual the chance to achieve their potential free from prejudice and discrimination.
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| **Innovative** Brainstorm |
| ***Innovation and quality*** * Open to change.
* In our thoughts, words and actions we look for ways to innovate and develop our services
* We are constantly listening and learning.
* Inspire and motivate colleagues and clients to be part of the continued success of Stonepillow
* Come across as proactive and innovative in coming up with new ideas and creative solutions; build positively on the ideas of others
* Constructively challenge the status quo, identifying opportunities to do things better and grow our organisation.
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| **Accountable** Atom |
| ***Being professional*** * Understand how your work contributes to Stonepillow’s overall aims, fully embracing their role and responsibilities in helping us achieve a positive future for our clients
* Take personal responsibility for achieving your best or if mistakes are made.
* Be ambitious, setting clear and challenging goals; help and motivate others to achieve results.
* We take responsibility for our actions, keeping people informed and always do what we’ve said we’ll do.
* We take on board feedback and evaluate your results and impact as we strive to improve.
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| **Focused**Shape  Description automatically generated with low confidence |
| ***Being client focused and working collaboratively**** Take considered and balanced decisions in the interests of the clients we support
* Respond to stakeholder needs and feedback, putting clients at the heart of all we do and involving them in decisions that affect them
* Actively collaborate and work well with others across and outside the organisation, seeking ways to support each other’s work
* Share knowledge, information, and best practice with colleagues; seek to learn from other areas of the business
* Focus your time and energy on the tasks that are highest priority
* Track progress against targets and focus on delivering results in unity with partnerships and stakeholders

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| **Kindness** Open hand with plant |
| ***Respectful and kind**** We are approachable, actively offering help and support to others
* We are respectful and kind to others - it reflects in our key ethics
* Show interest in and empathy for others, respecting all colleagues, volunteers, and clients as individuals
* Active humility - Admit mistakes and be willing to ask for help and support when needed - personal growth is a key ingredient to kindness
* Actively listen, encouraging others to contribute their views; be open to suggestions from others, regardless of who they are
* Commit to learning new skills that will develop your approach and your commitment to unconditional positive regard.
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