

**Job Description – Expert by Experience - Community Mental Health Transformation**

**Summary of the Role: As an expert by experience, you will represent your own views and those of others with lived experience of mental ill health in the development of support and services in the community. Such support will be delivered in ways that put the person in the centre and ensure that people with mental ill health get the right support at the right time.**

**As part of Community Mental Health Transformation, people with lived experience alongside voluntary and community organisations will co-produce with the NHS and Local Authority (Council) to support a joined-up approach to support people’s mental health and wellbeing needs.**

**Job Purpose:** **To represent lived experience to transform health, care and support for people with mental ill health needs. The aim of the transformation of community health services is to deliver an integrated service that puts the person right at the centre of their care and improves both experience and quality of service delivery.**

**Reports to: Project Coordinator**

**Note: There are a variety of work tasks that you may be involved in and the list below is an indication of this variety, although it is unlikely that all experts will participate in all forums**

This role may require some evening and weekend work

**Main Duties and Responsibilities:**

1. To have a lead role to seek the views of people with lived experience. To talk with people in their local communities to ensure the views of those with lived experience and their carers are represented in working groups and decision-making groups. This engagement may take the form of speaking with people over the phone, engaging with people online or speaking face to face with people 1 to 1 or in groups (subject to COVID restrictions)
2. To represent the needs of a diverse range of people with lived experience by speaking up on their behalf in meetings and inputting into plans or supporting those with lived experience to do so
3. To attend a range of other venues or forums in order to engage with people with lived experience
4. To be open minded to new and different ways of working
5. To aim for the highest possible standards that make sure people with lived experience are at the centre of everything and are always empowered
6. To value and appreciate different perspectives of people involved in the re-design of community mental health services. To be confident in meetings to represent the views of those with lived experience.
7. To challenge others constructively in a supportive way
8. To be an active decision maker alongside others
9. To participate as an active member in specific working groups and ensure the voice of lived experience is represented
10. To participate as an active member in the co-production group and ensure the voice of lived experience is represented
11. To participate as an active member in the Community Mental Health Transformation Project Board
12. To attend events or workshops and ensure the voice of lived experience is represented
13. When attending meetings or events, or engaging with communities, to ensure that you are fully informed and have read any necessary papers or documentation
14. To demonstrate excellent communication skills including active listening, at all times.
15. To be able to summarise and reflect the views of people in a variety of forums in a concise and clear way
16. To be able to carry out research in order to gather information – this may involve paper-based research and carrying out interviews/focus groups etc and then bringing together and evaluating the data collected

**Essential Skills/Experience/Attributes**

* Lived experience of mental ill health and mental health services in a personal capacity
* Understanding of the needs of people with mental health needs and their carers
* Ability to represent a range of communities, not just your own
* Commitment to collaborative working including appreciating different perspectives and being focussed on solutions and constructive in approach
* Excellent communication skills including active listening, ability to represent others ideas and views and confidence to speak with others (including unfamiliar people)
* Ability to easily build rapport with individuals
* Trustworthy and able to handle confidential information
* Ability to read documents provided in English and sent by email
* Ability to attend meetings either in person and virtually
* Ability to communicate by phone, email and internet video conferencing
* Ability to enable emotionally safe environments.
* Positive, enthusiastic and able to lead by example
* Willing to learn
* Access to own IT equipment and good internet access
* Able to travel independently to and from the Inclusion Gloucestershire Office and to other locations

**Desirable Skills/Experience/Attributes**

* Experience of being a member of a working group or similar
* Experience of co-production
* Experience of engaging people in the community
* Experience of lived experience research: (carrying out interviews/focus groups using paper-based tools and in person and collation and evaluation)
* Knowledge of the health and social care system.
* Ability to communicate by phone, email and internet video conferencing using other language(s)

**Support and Training:**

You will be supported in this role directly be the Project Co-ordinator but also by other Experts by Experience and colleagues from a range of roles and organisations.

Any training needs you have will be identified individually with you.

**Values and Personal Beliefs**

Inclusion Gloucestershire is driven by its values, at the heart of all that it does. Teams are expected to share and demonstrate these values:

* Make sure everyone is involved and included
* Empower choice and control through peer support and place experts by experience at the centre of our delivery
* Challenge when things aren’t right and give people with disabilities a strong voice
* Treat people fairly and always behave in a way that is honest and trustworthy even when nobody is looking
* Be a caring and professional organisation who work together towards shared goals
* Work together to deliver exciting new ideas and support each other, our members and our community.

This role profile is not exhaustive and may be subject to change to meet the operational needs of the organisation.

Please see attached for the structure of meetings as part of Community Mental Health Transformation

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