

Job Description

Job Title:	Expert by Experience Co-ordinator – Mental Health Services
Band:	6
Department:	Change & Transformation, Corporate
Responsible to:	Head of Change & Transformation
Responsible for:	Trust engagement and co-production activities for the Community Mental Health Transformation
Location:	Woodfield House, Tickhill Road site, Balby, Doncaster

Expert by Experience Coordinator Background

Providing expert support, information and leadership relating to all communications, engagement and patient experience activity across the organisation for the Community Mental Health Transformation.

The views of our local communities and people who use our services are important to us and co-production is an integral part of the Community Mental Health Transformation. Priorities include partnerships with voluntary services, patient and carer feedback, patient and public engagement and involvement, peer support, and the lived and living experience of patients, carers and families. We want our communities, people with lived experience and those who use our services to help shape services, to let us know when things have gone well, as well as when we don't get things right, so that we can learn and improve.

The Expert by Experience Co-ordinator will play a key role in developing and embedding co-production to harness the power of lived experience of our people and communities as best practice in all that we do.

Job Role Summary

- Play a significant part to support our organisation by leading the way to implement a comprehensive engagement plan across the Rotherham, Doncaster and South Humber geographical area.
- Support the CMHT Transformation Programme to implement a comprehensive engagement plan and support teams of colleagues from partner organisations to plan, coordinate and jointly deliver engagement and coproduction around the Transformation Programme.
- Support the Patient Experience and Involvement Team and Community Mental Health Transformation to implement a comprehensive engagement plan and coproduction activities.

Core Functions

- To lead on the coordination and operational delivery of the coproduction workstream associated with the Rotherham Doncaster and South Humber Community Mental Health Transformation Programme.
- To recruit and coordinate people with lived experience to take part in engagement activities and plans.
- To provide ongoing day to day support and guidance as required to the people with lived experience to enable them to effectively be involved in coproduction and engagement activities.
- Working alongside people with lived experience and the internal communications teams, to produce a range of communications materials (regular briefings, newsletter content, board updates, social media content etc.) in easy read to ensure people with lived experience are kept informed of the progress.
- To support the Community Mental Health Transformation programme in developing effective relationships with key stakeholders involved in Coproduction and engagement.
- To recruit and coordinate people with lived experience to take part in engagement activities and plans.

Communication and Relationships Skills

The post holder will be responsible for the following:

- To lead on recruiting and providing day to day support to people with lived experience
- To lead on coordination and delivery of communications and engagement for the Transformation programme.
- To establish and maintain good working relationships with partnership organisations ensuring effective systems for ongoing, two-way communication.
- To use influencing, persuasive and motivational skills with a range of colleagues and other professionals to ensure co-operation and agreement on appropriate mechanisms for involvement with the public and patients. This will include leading and coordinating work with colleagues from other organisations, including those in more senior positions.
- To provide and receive information to and from people with mental health issues, and their family carers, in order to ensure the effective use of mechanisms for obtaining feed-back on local health services, taking into account barriers to understanding.
- To support the programme to engage with a wide range of stakeholders, including community groups, patient groups, members of the public with a specific focus on people with lived experience of learning disability and autism who may require reasonable adjustments in communication approaches.
- To utilise a range of communications and engagement methodologies to support understanding.
- To analyse, interpret and compare information in order to reach agreement on a range of proposals on assessing patient experience. For example, analyse the use of appropriate engagement techniques and methodologies for engagement activities.

- To be responsible for information governance to include implementing Freedom of Information Act, Data Protection Act in own area.

The post holder will have key relationship with the following teams, departments and organisations:

- NHS England and Improvement.
- Change and Transformation Team - Community Mental Health Transformation programme at Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH).
- RDaSH Community Mental Health Transformation teams across Rotherham, Doncaster and North Lincolnshire.
- RDaSH Patient Experience and Involvement team.
- RDaSH Community Mental Health Steering Group.
- Local Authority colleagues from Rotherham Council, Doncaster Council and North Lincolnshire Council.
- Colleagues from local Integrated Care Boards including; NHS Rotherham ICB, Doncaster ICB and North Lincolnshire ICB.
- NHS Trusts, third party providers, volunteer section, service users and carers groups.
- Care Groups / Leads across the organisation.
- Experts by experience in mental health.
- National Probation and Prison Service.
- South Yorkshire and Bassetlaw Integrated Care System and Humber Coast and Vale Integrated Care System.
- Members of the public, patients, service users and their advocates including Healthwatch, GP practice Patient Groups, hard to reach and challenged members of the local communities and volunteers.
- Partnership Board members.
- Voluntary, community and third sector organisations.

Analytical and Judgemental Skills

The post holder will be responsible for the following:

- To undertake analysis of qualitative and quantitative information and feedback to produce regular reports and other material for a range of different audiences.
- To be responsible for creating and maintaining information systems (e.g. databases) and ensuring systems are developed in line with changing needs.
- To be responsible for all records created and used (e.g. survey responses and other data gathered) and ensure they are managed in compliance with data protection regulations.
- To use a range of computer software to develop compelling reports that interpret and display a range of information in simple and easy to understand formats.

- Researching, summarising and implementing the requirements of involvement and engagement legislation.
- To identify need for, plan, create and undertake coproduction and engagement work.
- To carry out audits in relation to engagement activity for this programme of work.
- To work with the Community Mental Health Transformation Teams to develop appropriate patient/public engagement techniques and methods in relation to the review.
- To maintain up to date knowledge of organisational policies and procedures.

Planning and Organisational Responsibilities

The post holder will be responsible for the following:

- To have day to day responsibility for the planning, organising and management of a wide variety of engagement activities with a wide range of stakeholder groups in respect of the programme.
- To develop and manage the coproduction workstream in relation to communications to support delivery of the strategic priorities of this programme.
- To work with colleagues from a wide range of different organisations within the geographical area, to jointly plan and deliver engagement activities in a collaborative manner.
- To be able to plan and monitor own workload in order to achieve pre-agreed objectives and ensure performance targets are met.

Physical Skills

- Advanced keyboard skills or equivalent advanced skills for accurate manipulation of large amounts of data/information systems.
- To travel to meetings locally and regionally as required.
- Maintain up to date training and knowledge to effectively move and handle equipment in a safe and effective manner.

Responsibilities for Patient Care

The post holder will be responsible for the following:

- Working with the Community Mental Health Transformation teams and the Patient Experience and Involvement Team to deliver training and support to people with lived experience of mental health.
- Working with the Community Mental Health Transformation teams and the Patient Experience and Involvement Team to provide training and support to lead clinicians and programme managers in relation to coproduction methods.

Responsibilities for Policy and Service Development Implementation

The post holder will be responsible for the following:

- Maintain knowledge of current NHS guidance in relation to patient engagement, involvement and participation and develop additional procedures that may be required to support the programme of work.
- As a result of findings through the coproduction work stream, prepare reports which propose changes on other policies and protocols beyond own area of work which may impact upon the Patient Experience and Involvement Plan.
- To identify ways of communicating with people who have lived experience of mental health, in order to promote engagement.
- To participate in the planning and strategic development of this programme of work and develop and implement processes for coordinating and supporting people with lived experience.
- To be responsible for ensuring that patient experience and public consultation policy and best practice is implemented throughout the coproduction work stream, including by other organisations.
- To ensure compliance with all organisational policies and procedures within in own role.

Responsibilities for Financial and Physical Resources

The post holder will be responsible for the following:

- Ordering supplies for communications activities relating to this programme of work, committing financial expenditure without holding a delegated budget.
- Managing and signing off expenses for people with lived experience.
- Procuring services, e.g. publicity materials, design and printing relating to this programme of work.

Responsibilities for Human Resources

To provide training in own discipline.

- To supervise less experienced staff working on the programme.
- To work towards the objectives agreed in own Performance and Development Review

Responsibilities for Information Resources

To adapt/design information systems to match organisational requirements

- Regular requirement to use computer software to develop/create reports, spreadsheets and presentations.

- To maintain/manage one or more information system.
- To contribute to the maintenance of accurate and up-to-date filing systems, as appropriate to the role.

Responsibilities for Research and Development

To contribute to research projects/audits/surveys within the service speciality.

Freedom to Act

- Works autonomously, prioritising tasks in accordance with agreed objectives, organisational policy and guidance.
- Works on own initiative.
- Specialist within own area.
- Working to broad occupational policies.
- Required to act independently and use initiative and judgement in decision making.

Standard Paragraphs

- **Trust's Values:** Promote and demonstrate the Trust's values while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- **Confidentiality:** Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.
- **Equal Opportunities:** Promote the concepts of equality of opportunity and managing diversity Trust wide.
- **Health and Safety:** Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.
- **Infection Prevention and Control:** Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.

- Professional standards and performance review: Maintain consistent high professional standards and act in accordance with the NMC code of professional conduct. Employees are expected to participate in the performance review process.
- Service/Departmental standards: Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- Finance: All Trust staff will comply with financial processes and procedures
- Safeguarding Children: Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

Summary

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder

Person Specification

	Essential	Desirable	How assessed
Qualifications and Knowledge	<ul style="list-style-type: none"> • Post graduate qualification or equivalent knowledge and experience in relevant field • Significant experience of working at a similar level in this specialist area. • Advanced keyboard skills. • Comprehensive understanding of the NHS landscape and key challenges • Specialist knowledge of project management principles, techniques and tools. • Ability to analyse complex issues where material is • conflicting and drawn from multiple sources. • Ability to prepare and produce concise yet insightful • communications for dissemination to senior • stakeholders and a broad range of stakeholders as required. 	<ul style="list-style-type: none"> • Knowledge of new / social media and their application to the NHS environment. 	

<p>Experience</p>	<ul style="list-style-type: none"> • Significant experience in a patient experience, engagement or volunteer management role • Experience of creating and giving presentations to a varied group of internal and external stakeholders. • Evidence of continued professional development • Demonstrated experience of coordinating projects in complex and challenging environments • Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly • Experience of setting up and implementing systems, processes and procedures. • Experience of monitoring budgets and business planning processes. 	<ul style="list-style-type: none"> • Experience of undertaking consultation in respect of service reconfiguration within an NHS context. • Demonstrated experience of operating in a managerial capacity in an NHS environment • Experience of managing risks and reporting. • Experience of drafting briefing papers and correspondence for senior managers / board members. 	
<p>Skills and Competencies</p>	<ul style="list-style-type: none"> • Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales. 	<ul style="list-style-type: none"> • Experience of managing volunteers 	

Job Risk Profile – Effort Factors

This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting Weights / objects between 6 – 15 kilos		X				
Lifting weights / objects above 15 kilos		X				
Using equipment to lift, push or pull patients / objects		X				
Lifting heavy containers or equipment		X				
Running in an emergency		X				
Driving alone / with passengers / with goods		X				
Invasive surgical procedures		X				
Working at height		X				
Concentration to assess patients / analyse information		X				
Response to emergency situations		X				
To change plans and appointments / meetings depending on the needs of the role	X			X		
Clinical Interventions		X				
Informing patients / family / carers of unwelcome news		X				
Caring for terminally ill patients		X				
Dealing with difficult family situations		X				
Caring for / working with patients with severely challenging behaviour		X				
Typing up of minutes / case conferences		X				
Clinical / hands on patient / client care		X				
Contacts with blood / bodily fluids		X				
Exposure to verbal aggression		X				
Exposure to physical aggression		X				
Exposure to unpleasant working conditions dust / dirt / fleas		X				
Exposure to harmful chemicals / radiation		X				
Attending the scene of an emergency		X				
Food preparation and handling		X				
Working on a computer for majority of work	X				X	Majority of work is computer based
Use of road transport	X			X		Travelling to and from meetings in own car

