

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>People Participation Worker - MHLDA Collaborative</b>
<b>BAND:</b>	<b>Band 5 - 0.5 WTE</b>
<b>DEPARTMENT:</b>	<b>Population Health, Integrated Care and Strategy Team</b>
<b>DIRECTORATE:</b>	<b>Corporate</b>
<b>REPORTING TO:</b>	<b>People Participation Lead – MHLDA</b>
<b>ACCOUNTABLE TO:</b>	<b>Deputy Director of Integrated Care (ELFT)</b>

### JOB SUMMARY

#### Key context

Although hosted by East London NHS Foundation Trust (ELFT) this role is part of the North East London Mental Health, Learning Disability and Autism Collaborative, which is a partnership between ELFT, North East London NHS Foundation Trust (NELFT) and NHS North East London (also known as NEL ICB). The Collaborative covers the London boroughs of Barking & Dagenham, City & Hackney, Havering, Newham, Redbridge, Tower Hamlets and Waltham Forest.

The Collaborative brings together clinical, lived experience and operational leaders across health, social care, the voluntary sector and other agencies to improve outcomes, experience and value for people with mental health needs, learning disabilities and autistic people.

- **Working hours flexible, 18.75 hours per week**

This role will support the People Participation Lead within their Directorate, joining an existing team of People Participation Leads and Workers within People Participation.

People Participation is well established within the trust and each Directorate within ELFT has a People Participation Lead. The focus of this role is on the need to bring strong leadership around the participation of people who use ELFT mental health services, and carers, in all aspects of both planning and delivery of Mental Health services. The post holder will be expected to support service users and carers across North East London (NEL) to participate and become involved in the MHLDA collaborative and promoting service user voices, all the while adhering to the 4 pillars of participation: Perception, Purpose, Progress and Performance.

The role involves working with other stakeholders within North East London, including the third sector, to promote improved outcomes for service users, and improve service user and carer experience through new insights and perspectives, promoting advocacy and the voice of the service user/carers throughout services.

The post holder will work with the People Participation & Involvement teams across the whole of NEL in order to develop and implement a strategy that supports the participation of service users and carers within a variety of work streams and to develop and support a Lived Experience Leadership Programme. The post holder will ensure that work is coordinated and supports and responds to the Trust's corporate social inclusion strategies and the People Participation strategies.

They will provide support, advice and practical project work across the relevant services in North East London in the development of a culture that is socially inclusive, diverse and values co-production, supporting and maintaining effective communication, and contributing to the training needs of staff in this aspect of their work. The post holder will need to develop relationships with a wide range of stakeholders outside as well as within the statutory sector.

The Trust is committed to a Quality Improvement (QI) Programme and requires all staff to gain the skills needed to participate in Quality Improvement to ensure we provide care of the highest quality. The post holder will be involved in QI as both a leader and participant in QI projects as appropriate.

Please note that it is an occupational requirement of this post to have lived experience as a mental health service user or carer.

## KEY RESPONSIBILITIES

1. To support the People Participation Lead in contributing to regular reports on specific issues and/or progress against the agreed programme plan and the 5-year Trust Integrated Business Plan.
2. To support service users and carers in developing their own skills and confidences toward their goals and aspirations through participation.
3. To ensure service user and carer voices are listened to and heard in the collaborative.
4. To support the People Participation Lead in developing and maintaining a pool of service users and carers with relevant lived experience - working in partnership with others - to enable effective involvement within the statutory sector in meetings and interviews etc.
5. To work with service users, carers and staff to ensure a high quality, consistent service is offered across all of the services
6. To work alongside carers, carer support groups
7. To participate in the Trust Quality Improvement Programme as a leader of QI initiatives and a participant
8. To work alongside the user movement to complement and enhance local initiatives
9. To support joint working between the two Trusts (NELFT & ELFT), the voluntary sector and the user/carers movement
10. To offer training to frontline staff in best practices
11. To challenge poor practices and offer viable innovative alternatives

## MAIN DUTIES AND RESPONSIBILITIES

Patient Care	<ul style="list-style-type: none"> <li>• Provide advice concerning the care of, and development of services, for all people who could use ELFT, NELFT, Primary Care Network and voluntary sector services</li> <li>• Provide advice in relation to the care of an individual as they get involved. Linking with other health and social care professionals for that individual and informal networks with their consent. Provide advice in relation to groups of users and also input strategic care pathways.</li> </ul>
Policy and Service Development	<ul style="list-style-type: none"> <li>• Foster and support the development of an open tolerant culture within the Trusts. Provide advice and input into the identification,</li> </ul>

	development and review of all NEL policies, procedures and guidelines in regards to People Participation & Involvement. Initiate and sustain the change of culture needed to embrace people participation. Develop and implement service user led standards for all service areas.
Human Resources	<ul style="list-style-type: none"> <li>• Support and advise the learning and development of staff, users, carers and stakeholders on people participation &amp; Involvement issues. Provide facilitation of workshops and study days on people participation. The development of a shared learning culture within teams encouraging staff to contribute their views and ideas as appropriate. Participate in the recruitment and selection of staff in accordance with the Trust's Recruitment and Selection Policies.</li> <li>• To provide support and supervision to service users who assume a role on recruitment panels, meetings, etc.</li> <li>• To support the People Participation Lead in developing training programmes for service users and staff</li> </ul>
Information Resources	<ul style="list-style-type: none"> <li>• Create local information resources in relation to people participation. Manage own information systems and share information appropriately throughout the organisation. Able to use Email, Word, Excel and access Internet resources. Support the development of local and Trust wide information</li> <li>• Maintain database of service users and carers who get involved.</li> </ul>
Research and Development	<ul style="list-style-type: none"> <li>• Support with surveys and audits, as necessary to facilitate the development of the people participation strategy. Ensuring their own personal development is continuous through the utilisation of regular supervision, annual appraisal and training where appropriate.</li> <li>• To assist in any audits relating to service user and public involvement</li> <li>• To assist and support service users and carers in any user-led research</li> <li>• To assist teams and services to develop feedback systems.</li> </ul>
Freedom to Act	<ul style="list-style-type: none"> <li>• Is required to interpret NHS and Trust policy and strategy. Significant discretion to work within a set of defined parameters. Work will be guided by service users and by the postholder within a supervised management structure.</li> </ul>
Physical Effort	<ul style="list-style-type: none"> <li>• Travelling between teams and services across the NEL footprint. Setting up of equipment needed for various meetings, training.</li> </ul>
Mental Effort	<ul style="list-style-type: none"> <li>• Frequent requirement for prolonged concentration including attendance at meetings, supporting the People Participation Lead in policy and report writing and delivering training. Also prolonged concentration is needed when facilitating service user groups.</li> </ul>
Emotional Effort	<ul style="list-style-type: none"> <li>• Occasional exposure to highly distressing or highly emotional circumstances for example discussing issues of service delivery with service users and managing this in a group setting as well as on an individual level.</li> </ul>
Working Conditions	<ul style="list-style-type: none"> <li>• Ensuring that all premises across the NEL footprint are sensitive to and responsible for the reception, treatment and care of people from</li> </ul>

	<p>all sections of the community.</p> <ul style="list-style-type: none"> <li>Ensuring that ELFT, NELFT and Primary Care Network premises are responsive to the reception, treatment and care of people from all sections of the community</li> <li>Frequent requirement to use road transportation.</li> </ul>
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KNOWLEDGE AND SKILLS	
<b>Knowledge, Training and Experience</b>	<ul style="list-style-type: none"> <li>To support the People Participation lead in providing expert advice to relevant Trust Panels and Committees. Personal experience of using mental health services either as a service user or carer is essential.</li> <li>To understand care pathways and have a knowledge of all community services in order to understand procedures and practices as well as developing alternative or additional procedures and standards for improving quality</li> <li>Understand statutory services, organisation and funding, current service pressures and key performance requirements</li> <li>Plan, organise, coordinate and support meetings, workshop events and so in in relation to service user and carer involvement activities which include all stakeholders in user and carer involvement</li> </ul>
<b>Communication and Relationship Skills</b>	<ul style="list-style-type: none"> <li>To build effective, non-coercive relationships with local service users, carers, families and community groups and to develop a positive beneficial channel of two-way communication</li> <li>Prepare, support and on occasion accompany service users and carers to enable them to be meaningfully involved in Trust business</li> <li>Support the development of project plans to further develop service user and public involvement within the relevant services</li> <li>Liaise with the local authority Mental Health services and Mental Health services in Primary Care Networks in City and Hackney, Newham and Tower Hamlets, and in the voluntary and community sector</li> <li>To provide regular advice, signposting and support to service users and their carers / families in relation to service user and public involvement opportunities</li> </ul>
<b>Analytical and Judgement Skills</b>	<ul style="list-style-type: none"> <li>Judgements involving a broad range of information on People Participation, which requires analysis, interpretation and integration into other locality work plans.</li> <li>To analyse service user feedback data in order to identify trends and implement action plans to address areas of possible improvement.</li> </ul>

<b>Planning and Organisational Skills</b>	<ul style="list-style-type: none"> <li>• Work in collaboration with others undertaking and supporting a variety of projects to achieve targets and deadlines on the projects that will underpin the People Participation agenda.</li> <li>• To facilitate a range of opportunities for people to participate e.g. meetings, focus groups, events and forums.</li> <li>• To work with service users and carers in order to create and implement action plans which arise from feedback.</li> </ul>
<b>Physical Skills</b>	<ul style="list-style-type: none"> <li>• Computer keyboard skills required</li> </ul>

### **JOB DESCRIPTION AGREEMENT**

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder.

### **Statement on Employment Policies**

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

<b>Health and Safety</b>	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
<b>Equal Opportunities</b>	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
<b>Dealing With Harassment/ Bullying In The Workplace</b>	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Harassment and Bullying Policy.</p>
<b>No Smoking</b>	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on

	duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
<b>Alcohol</b>	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
<b>Confidentiality</b>	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&amp;T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
<b>Data Protection Act</b>	To maintain the confidentiality of all electronically stored personal data in line with the provision of the Data Protection Act.
<b>Data Protection – Your Data</b>	<p>As part of your employment with East London Foundation Trust, we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources Department.</p> <p>To carry out as per Data Protection Act responsibilities with regard to the access and Health Records Act 1990.</p>
<b>Safeguarding</b>	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
<b>Service User and Carer Involvement</b>	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
<b>Personal Development</b>	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
<b>Clinical Governance</b>	<p>As an employee of the trust you are expected to support the Trust's clinical governance framework for monitoring and improving standards of care. You must do this by:-</p> <ul style="list-style-type: none"> <li>• taking part in activities for improving quality</li> <li>• identifying and managing risks</li> <li>• maintaining your continuous professional development</li> </ul>
<b>Professional Standards</b>	To maintain standards as set by professional regulatory bodies as appropriate.
<b>Conflict of Interests</b>	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
<b>Risk Management</b>	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
<b>Personal and Professional Development/Investors in People</b>	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training



	programme as identified within your knowledge and skills appraisal/personal development plan.
<b>Infection Control</b>	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:</p> <p>Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

## PERSON SPECIFICATION

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<b>BAND:</b>	<b>Band 5- 0.5 WTE</b>
<b>DEPARTMENT:</b>	<b>Population Health, Integrated Care and Strategy Team</b>
<b>DIRECTORATE:</b>	<b>Corporate</b>
<b>REPORTING TO:</b>	<b>People Participation Lead - MHLDA</b>
<b>ACCOUNTABLE TO:</b>	<b>Deputy Director of Integrated Care (ELFT)</b>

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
<b>Education/ Qualification/ Training</b>	Good level of education including English and Maths at GCSE level or equivalent	Essential	<b>S</b>
	NVQ Level 3 or equivalent		
	A willingness to undertake further training and/or qualifications.		
	Educated to degree level or equivalent experience.	Desirable	
<b>Experience</b>	Further education/training in the areas of user and/or carer involvement		<b>S / I</b>
	Experience of work on service user and carer related issues.	Essential	
	Experience of working in a mental health or related setting.		
	Personal experience of using mental health services or being the carer for someone who uses mental		

	<p>health services.</p> <p>The ability to demonstrate sound practical experience and understanding of current issues and challenges.</p> <p>A good working knowledge of current service user and carer related legislation and codes of practice.</p> <p>Experience of working with health agencies.</p> <p><b><i>Experience / understanding of advocacy</i></b></p> <p>Experience of partnership working with third sector agencies or organisations.</p>		
	<p>Experience of public speaking at regional or national conferences.</p> <p>Personal experience of working within the voluntary sector.</p> <p>A good knowledge of services for mental health service users in the statutory and voluntary sectors</p> <p><b><u>Previous experience of Quality Improvement</u></b></p>	Desirable	
<b>Knowledge and Skills</b>	<p>Ability to support individuals or groups of service users or carers in presenting their views.</p> <p>Ability to creatively engage mental health service users or carers to participate and to have a say in how we run the Trust</p> <p>Ability to present the views of service users and carers to a variety of stakeholders, including at a strategic managerial level.</p> <p>Ability to provide clear advice, support and guidance to a wide range of people including service users, carers, members of the public, senior managers and external organisations.</p> <p>Excellent verbal and written communication skills.</p> <p>Ability to work to tight deadlines, under pressure and to prioritise own work streams.</p> <p>Ability to provide workshop style training, information sessions and presentations to ELFT and Primary Care Network staff as necessary.</p> <p>Commitment to the Trust's Equality and Diversity scheme and core values.</p> <p>Good interpersonal skills with the ability to deal with a wide range of people.</p> <p>Competent computer skills.</p> <p>Current knowledge of issues facing mental health</p>	Essential	<b>S / I</b>



	<p>service users and carers.</p> <p>A sound knowledge of relevant legislation and guidance to provide expert advice to relevant Trust Panels and Committees.</p> <p>Able to devise and undertake audits, surveys and consultations.</p> <p>Able to use Email, Word, Excel, PowerPoint and Internet resources</p>		
	<p>Ability to interpret legislation and national policy guidance for local implementation.</p> <p>Ability to utilise data, research and information management systems to ensure systematic and consistent best practice in working with users and/or carers.</p> <p>Ability to work with, support and co-ordinate volunteers.</p>	Desirable	
<b>Other</b>	<p>A proactive attitude to work.</p> <p>Must be capable of accountability for own work, of being guided by precedent and working towards defined results.</p> <p>Able to travel to different sites across East London.</p>	Essential	<b>S / I</b>
	Willingness to take initiative	Desirable	

**S: Shortlisting**

**I: Interview**

**T: Test**