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| **Post** | **Co-production Facilitator** |
| **Location** | **Huntingdon based with county wide travel – Cambs and P’boro** |
| **Line Manager** | **Executive Director** |
| **Hours** | **15 hours per week** |
| **Salary** | **NJC scale 14 £22,462 pro rata (actual salary - £8985)** |
| **Main Objective** | **To amplify the voice of and enable adults who have experienced multiple disadvantages (homelessness, mental health, substance misuse, offending behaviours, domestic abuse). To ensure co-production and their involvement in the planning, design and evaluation of the services that they may need or use.** |

**Overview of project**

This is an exciting opportunity to really make a difference for people within our community to improve access to services that meet basic needs. There is scope to make this an organic role steered by the need of the people you will be working alongside. This is a partnership between the Counting Every Adult team at Cambridgeshire County Council and The SUN Network. The purpose of the project is to work with adults who have experienced multiple disadvantage so that they have an effective voice in the commissioning services which they use throughout Cambridgeshire and Peterborough. This may include health, social care services and also housing and criminal justice support services amongst others. There will be a need to ensure that people from all parts of the county have an equal opportunity to be involved. The project will be flexible and responsive to individual lived experience needs and be able to reflect their cultural and communication needs. Partnership working with lived experience and other providers is essential. Links with existing forums will be essential but work with other groups will need to be developed. Because the project has to be responsive to lived experience needs, the activities will change over time. This is a job that during Covid-19 can be carried out via online and telephone, so competent computer skills are required.

Key Elements:

* Help identify barriers to accessing services for seldom heard groups and work with organisations to address those barriers.
* Facilitate, attend and complete actions that arise from the established monthly Coproduction Group meetings which are open to all those with Lived Experience of Multiple Disadvantage and commissioners
* Work closely with the local Counting Every Adult team (CEA) at Cambridgeshire County Council and the national Making Every Adult Matter (MEAM) network to ensure local initiatives have the forum to impact on national policy making
* Enable the voices of those with Lived Experience to participate at the regular Counting Every Adult systems transformation meetings
* Ensure the those with Lived Experience who contribute towards service design are informed and able to participate at all stages of development
* This person will need to be an excellent communicator with all levels of society from commissioners and service managers to people living on the streets

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| **General Duties and Responsibilities** |
| To engage adults who have experienced multiple disadvantages in the design, delivery and evaluation of the services that they may need or use. (co-production and involvement) |
| To promote engagement of people who use the services, within all statutory and voluntary mental health services across Cambridgeshire. |
| To help provide opportunities to people who may experience multiple disadvantage, in order to help empower them to have their voice. |
| To help provide awareness, information sessions and advice to staff of relevant services, in how to support people who use their services to have a voice. |
| To undertake consultations with people who may experience multiple disadvantages as required by the commissioners. |
| To produce high quality objectively written reports detailing findings from consultations, as and when required. |
| To facilitate and mediate between people who may experience multiple disadvantage, commissioners and service providers to promote good working relationships between all parties. |
| Form positive working relationships with those with lived experience, service providers, commissioners and stakeholders. |
| Attend services, groups, inpatient wards, hostels, shelters, homeless outreach sessions, prisons, Cambridgeshire & Peterborough Foundation Trust (CPFT) and third sector to obtain feedback about services and identify gaps/barriers to accessing services. |
| Support people with lived experience to attend and be representative. In the absence of someone with lived experience attending, represent people with lived experience of multiple disadvantages at strategic meetings to ensure that **their** voice is heard by service providers and commissioners |
| Design and promote ongoing social media campaigns and online presence including the website, Twitter, Instagram and Facebook, and also promote nationwide campaigns around multiple disadvantages |
| Be aware of and promote all new services, service changes and events/workshops/training within the field of multiple disadvantages |
| Ensure people not yet engaging with services are aware of and signposted to support and information services |
| Be aware of and promote updates and changes to governance, policy and local services with regards to multiple disadvantages |
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| Participate in and complete all personal and professional development training relevant to the delivery of the service. |
| Participate in clinical and/or line management supervision. |
| Participate in the lone worker duty system. |
| Undertake all other duties commensurate with the role description or requested by the Executive Director |
| To maintain standards of care regarding health and safety, equal opportunities, confidentiality, individual and personal choice. |
| **General Duties**  The Engagement Facilitator is required to work within the following values that were chosen for us by people with lived experience: |
| **Honesty**   * Be open and transparent within your work * Maintain consistent and clear boundaries within your work and between work and home life * Be open and responsive to hearing about any personal, psychological or physical challenges people may experience and challenge any stigma surrounding this |
| **Personalisation**   * Be respectful of everyone you encounter within your working day, and treat everyone as an individual * Be fully conversant with and adhere to the SUN Network Diversity policy |
| **Inclusion**   * Ensure that you work inclusively and that engagement opportunities are offered in a way that enables everyone to access them * Understand the logistical, physical and emotional support required for participation and aim to eradicate or minimise these barriers |
| **Empathy**   * Work in a considered, empathic and non-judgemental manner to encourage engagement * Challenge stigma around personal, psychological, and physical challenges * Listen to service user experience in a compassionate and empathic way |
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| **Working Together**   * Where possible ensure that all work is co-produced with service users * Work with service users, providers and commissioners to ensure that co-production is being promoted in an ethical and meaningful way * Work well as part of The SUN Network team, promoting and supporting the work, and your colleagues |

**Person Specification**

**Engagement Facilitator**

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| **Competency** | **Essential** | **Desirable** |
| **1.0 Multiple Disadvantage Experience** | | |
| 1.1 An understanding of multiple disadvantage issues and how they affect individuals and their families | **✓** |  |
| 1.2 Experience of working in a related field either paid or as a volunteer |  | **✓** |
| 1.3 Experience of engaging seldom heard communities |  | **✓** |
| 1.4 The ability to work in creative and innovative ways to engage people who may have multiple disadvantages |  | **✓** |
| 1.5 Ability to engage in individual and group supervision and line management. |  | **✓** |
| 1.6 Ability to reflect on own practice. |  | **✓** |
| 1,7 Ability to reflect on your own wellbeing and recognise when to seek team support to ensure ongoing wellbeing |  |  |
| 1.8 A comprehensive understanding of Boundaries, Risk assessment, and Safeguarding of vulnerable adults and Child protection. |  | **✓** |
| 1.9 Lived experience of multiple disadvantage challenges. |  | **✓** |
| **2.0 Education and Life Skills** | | |
| 2.1 Be educated/trained in a relevant field and have evidence of continued professional development. |  | **✓** |
| 2.2 Ability to link training with practice. |  | **✓** |
| 2.3 Have excellent communication and negotiation skills. | **✓** |  |
| 2.4 A positive can-do approach. |  | **✓** |
| 2.5 Resilient with a sense of humour. | **✓** |  |
| 2.6 Ability to work independently but flexibly. |  | **✓** |
| 2.7 A team player |  | **✓** |
| **3.0 Organisational Skills** | | |
| 3.1 Ability to organise varied priorities and tasks related to both practice and administration, achieving set deadlines. |  | **✓** |
| 3.2 computer literate inc: writing reports, emails, use of Excel, Powerpoint, social networking and managing websites. |  | **✓** |
| 3.3 Ability to develop positive relationships and effective networking with stakeholder organisations. | **✓** |  |
| 3.4 Ability to organise events and speak in public before a varied group of people. |  | **✓** |
| **4.0 Social Inclusion** | | |
| 4.1 Ability to network with isolated groups including the BAME community. |  | **✓** |
| 4.2 To ensure that the services do not marginalise or contribute to the stigma and discrimination of people with multiple disadvantages. To have the confidence to challenge in cases where this is apparent. |  | **✓** |
| **5.0 General** | | |
| 5.1 Comprehensive understanding of Equal Opportunities and Diversity. |  | **✓** |
| 5.2 Be able to recognise when you need to ask for help. |  | **✓** |
| 5.3 Car driver – must be willing to use own car to travel across Cambridgeshire and when required transport people who use services. (Business use on car insurance) Mileage allowance is paid by The SUN Network | **✓** |  |
| 5.4 Ability to make visits to people’s homes and community venues. | **✓** |  |

This post is subject to an enhanced DBS clearance. However, even if you have a criminal record, this may not necessarily exclude you from this role.

**Please demonstrate in your application how you meet the job specification. No C.V’s please**.

**For more information, an informal chat or to submit an application please contact**

**Lois Sidney 07712 358172 or** [**lois.sidney@sunnetwork.org.uk**](mailto:lois.sidney@sunnetwork.org.uk)

**Jargon Buster**

**Multiple Disadvantaged** – People that:

* experience several problems at the same time, such as mental ill health, homelessness, drug and alcohol misuse, offending, domestic abuse, and family breakdown
* have ineffective contact with services designed to deal with one problem at a time
* are often trapped living chaotic lives

**Facilitator** – Job role to engage with people to support and enable them to be involved in shaping and designing services. (co-production)

**Co-production** – working together meaningfully and equally with power shared between all. (people with lived experience, service providers and commissioners)

**Stakeholders** – Anyone (service or individual) who has an interest in the success of our work