



JOB DESCRIPTION

Job title	Urgent Care Advanced Lived Experience Practitioner
Division	Jameson
Team/Service	Single Point of Access (SPA) & the Urgent Care Service
Pay Band	Band 6
Hours	37.5
Terms and conditions	In accordance with Agenda for Change
Location	Argo House, 180 Kilburn Park Road, London NW6 5FA / Gordon Hospital, Bloomburg Street, London SW1V 2RH
Reports to	Trust wide Lived Experience Practice and Peer Support Lead
Accountable to	Trust wide Lived Experience Practice and Peer Support Lead, Single Point of Access Service Manager & Urgent Care Senior Management Team (SMT)
Liaises with	Borough directors, service managers, team leaders, colleagues from multi-disciplinary groups, peer support workers and Senior Peer Support Workers, Service Users, Carers, Human Resources, Occupational Health, Voluntary Sector, Education Sector, Recovery & Wellbeing College colleagues.

Job summary:

Working within SPA and across the Urgent Care service, including First Response and Community Access Services (CAS), the role of the Urgent Care Lived Experience Practitioner will support the development and ongoing delivery of CNWL's Peer Support and Lived Experience Practice provision within SPA & Urgent Care service. This will include close working, liaison and supervision of staff within our urgent care pathway, including SPA, CAS and First Response.

The post holder will work with a small number of individuals accessing SPA to undertake 1-1 lived experience specialist support.

Across the urgent care pathway, the post holder will work to ensure Peer Support Worker (PSW) roles are created and undertaken in line with our trust wide policies and practices, that PSWs and Senior PSWs are suitably supported with their work and that the Recovery agenda is maintained across sites.

In addition, as a member of the lived experience workforce, the postholder will contribute to occasional delivery of Recovery and Wellbeing College courses.

Values Central and North West London NHS Trust expects the Urgent Care Advanced Lived Experience Practitioner to act in a way which shows an understanding of our core values and is active in putting them into practice with service users, their friends, family and carers and also other staff

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members.

COMPASSION: contribution to a caring and kind environment and recognition that what you do and say can help to improve the lives of others.

RESPECT: acknowledge, respect and value diversity of each individual, recognition of uniqueness.

EMPOWERMENT: commitment to providing information, resources and support to help others make their own decisions and meet their own needs. The Trust endeavours to support all staff to enable them to develop and grow.

PARTNERSHIP: work closely with others and behave in a way that demonstrates understanding that commissioners and users of our services are the people who generate and fund our work.

Key Responsibilities

Central and North West London NHS Trust is committed to providing safe, effective services and providing those who use the services; and those who support them, with a positive experience.

1. Organisational work

- 1.1 To promote understanding of the principles and practice of the peer and lived experience practitioner roles across SPA and the urgent care pathway, including First Response and CAS.
- 1.2 To meet regularly with Senior Peer Support Worker(s) for individual supervision (professional supervision and line management as delegated by manager).
- 1.3 To undertake clinical work within the SPA service – working two shifts a week in the service as a Band 6 SPA Practitioner.
- 1.4 To contribute to Urgent Care Senior Management Team meetings, SPA site-based management meetings and locality wide meetings regarding peer working and lived experience practitioner roles and perspectives.
- 1.5 Contribute to service development meetings across SPA & the Urgent Care service.
- 1.6 To coordinate and deliver Team Preparation sessions for SPA and other urgent care services such as First Response and CAS in the process of recruiting a new Peer Support Worker or Lived Experience Practitioner.
- 1.7 To scope out and support teams in the urgent care pathway to consider new peer worker roles within their skill mix, and co-run information sessions promoting the roles to external applicants, contribute to shortlisting, interviews or assessment centres and eventual induction of new staff.
- 1.8 To ensure all Peer Support Workers and Lived Experience Practitioners within urgent care have a clear, up to date and expert offering to those they work with in regards to community resources to support recovery and social inclusion.
- 1.9 To propose policy or service changes for their own work area or beyond their own work area that contributes to cultures across SPA & Urgent Care services that are therapeutic, productive, accessible, inclusive, flexible and responsive to the needs of the individuals accessing services.
- 1.10 Promote positive understanding, awareness and attitudes towards mental health as part of day-to-day duties.
- 1.11 Participate in and actively contribute to Lived Experience Practitioner supervision, mandatory training and team meetings, and organisational events as required.
- 1.12 Ensure excellent communication and liaison with colleagues within the wider services of the Trust, being an agent for change and a champion of recovery in all interactions both within and outside the organisation.



2. Lived Experience Specialist Work and/or Group Work

- 2.1 Provide person centred, strengths-based support, informed by experiential knowledge of 'lived experience' (direct personal experience of mental and emotional distress and of accessing urgent mental health care) to individuals accessing SPA.
- 2.2 Provide lived experience specialist support to individuals accessing SPA to assist them in making sense of their experiences of mental and emotional distress. This might include understandings of personal and social recovery, health and wellbeing, personal and social identity whilst recognising that each individual's recovery is a distinctive and deeply personal process, and being highly sensitive to their use of language and descriptions of experiences.
- 2.3 Deliver specialist 1-1 or group lived experience-based work where appropriate within SPA. This may include working alongside service users in developing crisis, recovery and wellbeing plans, Advanced Decisions/Statements and personal network maps, peer groups on wards or within units and Recovery and Wellbeing College snapshot courses.
- 2.4 Work in highly sensitive and complex situations, with individuals who are experiencing very high levels of distress.
- 2.5 To keep and maintain accurate, quality and up to date records (using the appropriate computer systems including SystemOne.).
- 2.6 Respect integrity, confidentiality, clinical governance and data protection requirements in line with Trust policy.
- 2.7 Have responsibility for relevant safeguarding issues including making difficult decisions as a team adhering to the Trust's Safeguarding policy.
- 2.8 Engage in self-reflective practices and commit to continued personal development.

3. General Responsibilities

- 3.1 Work in accordance with CNWL's Trust Values, Aims and Objectives
- 3.2 To act as an ambassador for the Trust with external agencies and partner organisations
- 3.3 Work at all times to promote equality, diversity and individual human rights
- 3.4 Be efficient, responsible and maintain a high level of personal organisation; keeping accurate and appropriate records and providing information for monitoring and evaluation as required
- 3.5 To prioritise own personal wellbeing, and to seek support if issues arise with work-life balance.
- 3.6 Work flexibly, being prepared to perform other duties commensurate with the role which may include new areas of operation following consultation.
- 3.7 Work alongside and ensure active service user participation in all aspects of work including design, implementation and monitoring of activities.

4. Learning and development

- 4.1 To participate in Trust mandatory training & development opportunities considered appropriate to the Advanced Lived Experience Practitioner role and as identified in the Personal Development Plan (PDP).
- 4.2 To contribute and commit to undertaking an annual Development review/ Appraisal.
- 4.3 To receive regular line management supervision in addition to discipline specific supervision.



Supplementary Information

Job Flexibility

The post-holder will be required to work flexibly, providing assistance as and when necessary, which may involve them in a developing role.

Working Relationships

The working relationship between all members of staff should be mutually supportive, with staff deputising and covering for each other when appropriate.

Health and Safety

Central and North West London Mental Health NHS Trust has a Health and Safety Policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996, to ensure that agreed safety procedures are carried out, and to maintain a safe environment for employees, patients and visitors.

Infection Control

The prevention and control of infection is the responsibility of everyone who is employed by Central and North West London Mental Health NHS Trust. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Improving Working Lives

Central and North West London Mental Health NHS Trust is committed to the principles of Improving Working Lives and all managers are encouraged to follow Improving Working Lives practices. Consideration will be given to all requests for flexible working in line with Trust policy.

Staff Involvement

Central and North West London Mental Health NHS Trust is committed to involve staff at all levels in the development of the organisation.

Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions, which affect them and their working conditions.

All managers should engender a culture of openness and inclusion so that staff feel free to contribute and voice concerns. They should develop and implement communication systems that ensure staff are well informed and have an opportunity to feedback their views.

Smoking

Central and North West London Mental Health NHS Trust acknowledges its responsibility to provide a safe, smoke free environment to its employees, patients and visitors. In expressing its commitment to the prevention of smoking related diseases, the Trust has a 'Non-Smoking Policy' and all Trust



buildings and vehicles are designated as smoke free areas.

Alcohol

Employees are expected to be aware of and understand that Central and North West London Mental Health NHS Trust has a policy on alcohol and the consumption of alcohol. Alcohol is not permitted whilst on duty.

Confidentiality

Employees should be aware that the Trust produces confidential information relating to patients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of personal, medical, commercial information, systems passwords or other confidential information to any unauthorised person or persons will be considered as gross misconduct and may lead to disciplinary action which may include dismissal.

Equal Opportunities

All employees of Central and North West London Mental Health NHS Trust are expected to be aware of, and adhere to, the provision of the Trust's Equal Opportunities Policy, and to carry out their associated duties and responsibilities under this policy. As users of the disability symbol, the Trust guarantees to interview all disabled applicants who meet the minimum essential criteria for a vacant post.

Grievances, Disputes, Disciplinary and Other Industrial Relations Procedures

Central and North West London Mental Health NHS Trust has grievance, disputes, disciplinary and other industrial relations procedures. Employees are required to make themselves aware of these procedures, copies of which are available on the Trustnet, from your manager and the Human Resource Directorate.

Personal Development

The post holder is expected to co-operate in activities which line management believes will contribute to personal and/or to team growth. This includes attending supervisory sessions and training modules, both at their work base and other selected venues of instruction.

Conflict of Interest

Employees are expected to declare any private 'interest or practice', which might conflict with their NHS employment, and be perceived to result in actual or potential financial or personal gain.

Working Time Regulations

The Working Time Regulations 1998 require that you should not work more than an average of 48 hours each week i.e. no more than 816 hours in a 17-week period. To work more than 48 hours you must have management authorisation and you will be required to sign an opt out agreement.

The Trust policy has a limit of 60 hours per week and all staff must ensure a 24-hour rest period is taken in every 7 days.

Conditions of Employment

The Trust will screen all staff who will be working with children and police checks will be carried out on



all staff appointed to posts which have access to children.

This will also apply if role develops to include access to children.

Terms and Conditions

The terms and conditions of service associated with this position are those agreed by the Trust.



PERSON SPECIFICATION: Urgent Care Advanced Lived Experience Practitioner

FACTORS	ESSENTIAL	*See key	DESIRABLE
EDUCATION AND QUALIFICATIONS	<ul style="list-style-type: none"> • Completion of Peer Support Training • Undergraduate degree or able to demonstrate equivalent skills in research, writing or analysis • Evidence of continuing professional development 	} A	<ul style="list-style-type: none"> • Full UK Driving Licence and access to a vehicle • Mentorship or Clinical Supervision Training
PREVIOUS EXPERIENCE Paid/unpaid relevant to job.	<ul style="list-style-type: none"> • Lived experience of recovery from mental and emotional distress • Lived experience of accessing urgent care services in response to mental health needs • Experience as a peer worker • Experience of delivering mentoring and/or supervision/appraisal • Experience of working with a range of organisations to support service users to reach their personal goals • Experience in using electronic patient records systems such as RiO, SystemOne or care notes • Experience of teaching and training or facilitating groupwork • Experience of relationship building and partnership working • Experience of public speaking • Liaising and working with colleagues from other disciplines. 	} A/I	<ul style="list-style-type: none"> • Experience of working with individuals to support them in reaching their personal goals • Experience of working with carers/families • Involvement in service redesign and development. • Teaching Experience • Experience of policy development



FACTORS	ESSENTIAL	*See key	DESIRABLE
SKILLS, KNOWLEDGE, ABILITIES	<ul style="list-style-type: none"> • Ability to demonstrate first person experiential knowledge of recovery at an expert level • Ability to demonstrate knowledge of the concept of personal recovery as it may apply to others • Awareness of the service user/ survivor movement and the history of Intentional Peer Support • Understanding of the issues and concerns of mental health service users • Knowledge and commitment to service users' rights, involvement and service-user led initiatives • Understanding and practical knowledge of a variety of recovery approaches • Knowledge of Trauma Informed Practice • Demonstrable skills in effective leadership • Ability to take part in activities for improving quality • Ability to manage own workload, prioritise and seek creative solutions to • Understanding of the importance of equality and diversity. • Excellent communication skills (verbal and written) • Excellent interpersonal skills. • Excellent presentation skills • Ability to treat service users with respect and dignity at all times, adopting a culturally sensitive approach, which considers the needs of the whole person. • Ability to provide leadership and supervision to the team. • Ability to deal with pressure, prioritisation and delegation and meeting deadlines • Ability to work in accordance with Trust Policies and Procedures • Good IT skills • Thorough knowledge of social inclusion and the principles of recovery. 	A/I	<ul style="list-style-type: none"> • Awareness of community resources and service user groups • Knowledge of current legislation which underpins Health and Social Care and a working knowledge of the Equalities Act 2010 and Human Rights Act



FACTORS	ESSENTIAL	*See key	DESIRABLE
ATTITUDES, APTITUDES PERSONAL CHARACTERISTI CS	<ul style="list-style-type: none"> Ability to reflect sensitively on your personal experience of recovery to support others Ability to identify and take steps to support own wellbeing through a personal Wellness Recovery Develops others to grow their capacity and potential. Exhibits and promotes respect for service users, families and carers, individual staff and teams. Expresses and articulates ideas in a manner that is appropriate, accurate and easily understood. Seeks to ensure the provision of a high-quality service to service users, families and carers. Coproduce service developments with service users, families and their carers Enthusiasm for the Recovery agenda and peer working, an interest in a range of models of service delivery, and an ability to articulate the value added by peer working within the context of multi-disciplinary physical and mental health services. 	I/P	
Other	<p>Declared medically fit by the Occupational Health department to perform the duties of the post.</p> <p>Ability to travel across the Trust by public transport</p>	A/ OTHER	

*Key: Measured by **A** – Application form **I** – Interview **P** - Presentation