

PROGRESS *your* CAREER



Involvement & Participation Lead Band 6

Job Description and Person Specification

Job Description

JOB TITLE: **Involvement & Participation Lead**

BAND: **6**

RESPONSIBLE TO: **<add job title of manager here>**

KEY RELATIONSHIPS:

Internal	External
Own Team Line Manager Integrated Care Directors Leadership Teams Involvement Representatives Executive and non-executive Directors	Integrated Care Boards Collaboratives Patient and carer groups Involvement leads in other provider organisations Voluntary sector Healthwatch

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The expectation of this post holder will be to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are:

- We are kind
- We are respectful
- We work together with our communities

The post holder will achieve this by:

The post holder will achieve this by ensuring that patient and carer involvement is at the heart of all Trust activities, that patient experience feedback is used to continually improve services.

The role will be an integral part of the leadership team which brings together clinical, lived experience and operational leaders to improve outcomes, experience and value for patients and carers.

This role is expressly aimed at people with lived and living experience (including current users of service and carers).

These innovative posts focus on the need to embed coproduction and lived experience leadership into the operations of the locality leadership teams, and to support people with lived experience to develop their confidence and skills.

They will provide strong leadership, advice and practical work across the directorates, and help to develop a culture that is socially inclusive and values involvement and diversity. They will be a core member of the senior leadership team of the directorate and take on appropriate responsibilities to benefit service delivery.

Key Responsibilities:

- Supporting the implementation of the Patient and Carer Experience Strategy.
- Co-ordinating patient and carer experience activities across the locality to ensure consistency and high-quality feedback to inform clinical and operational strategy.
- The post holder will work collaboratively with operational/clinical teams to engage and involve users of service and carers. They will provide high quality guidance and support to operational leads to achieve a positive outcome for patients/service users.
- To develop, build and maintain good relationships with key stakeholders, clinical and non-clinical staff across the Trust.
- To work as part of the directorate senior leadership team and to have close links with the involvement team to ensure a joined-up approach.
- Undertake ad-hoc audits relating to patient experience as required.
- To travel across the locality to meet teams/services and to support them to ensure that patient and carer feedback and experience are heard.
- To work closely with the various chairs of the Strategic Patient & Carer Engagement Panel (SPCEP), Integrated Patient & Carer Engagement Panel (IPCEP), and Young People's Panel (YPP).
- To participate in the Involvement Committee as required in order to provide local updates to the Board of Directors.

Communication & Relationship skills:

- Providing and receiving highly complex, highly sensitive or highly contentious information, where developed persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or co-operation is required or because there are barriers to understanding.
- Provide and receive information regarding Lived and living Experience Leadership across NELFT to share good practice and update service users, staff or key stakeholders.
- Represent the directorate externally, raising our profile and sharing good practice.
- Ensure that systems are in place, which invite service users and carers to be fully involved in the development and monitoring of involvement and Lived Experience Leadership work and its impact.
- To build effective relationships with local service users, carers, families and community groups and to develop positive beneficial channels of two-way communication.
- Prepare, support and on occasion accompany service users and carers to enable them to be meaningfully involved in Co-production.
- Develop project plans where necessary to further develop Lived Experience Leadership across the directorate.
- Work closely with the central involvement team to provide signposting and support to service users and carers in relation to involvement opportunities.
- Work closely with Healthwatch and local partners to develop relationships to strengthen co-production in the directorate.
- Work closely with the directorate team, Healthwatch and local partners to identify and tackle health inequalities within the community.
- Support the local community to ensure their voices are heard and that the feedback is captured within the directorate.

- Create high quality methods of communication for Involvement representatives, community groups, partners and voluntary sector.
- Provide regular reports to the directorate regarding involvement and engagement initiatives.

Co-production:

- Play a key role in championing co-production at all levels across the directorate.
- Ensure key co-production principles are embedded across the directorate in all elements of service delivery.
- provide co-production leadership across the directorate.
- To apply specialist knowledge of co-production and apply this knowledge to involvement and engagement across the directorate.
- Support and participate in quality improvement initiatives within the directorate, ensuring that co-production is embedded.
- Work collaboratively with services to explore opportunities for co-production.
- Contribute to internal and external meetings regarding lived experience & co-production.
- Work collaboratively with NELFT and directorate partners to ensure that co-production is promoted at all levels.
- Demonstrate effective communication skills internal and external to the co- production arena and competently disseminate information to a wide-ranging audience.

Knowledge, Training & Experience:

- Support Involvement Representatives to give lived experience advice at relevant meetings and committees.
- Personal experience of using NELFT services within the directorate or caring for someone using NELFT services is essential in order to make meaningful contributions to the delivery of services provided within the directorate.
- In conjunction with the locality team, plan, organise, coordinate and support meetings, workshops and events for service user & carer involvement activities which will include a diversity of attendees with different access needs.
- Identify any barriers to involvement and engagement and work to overcome these in the directorate.
- Have a strong understanding of involvement and engagement principles and embed these across the directorate.
- To support a range of initiatives aimed at improving the service user experience.

Analytical & Judgement Skills:

- The post holder will need to make judgements involving a broad range of information on involvement, which requires analysis, interpretation and integration into other directorate work plans.

- The post holder will support clinical services with the analysis of service user feedback data in order to identify trends and opportunities and implement action plans to address areas of possible improvement.

Planning & Organisational Skills:

- Take a lead role in writing, implementing and supporting the work around the involvement and Lived Experience Leadership agenda, supporting colleagues and revising outcomes as needed. Work in collaboration with others undertaking and supporting a variety of projects to achieve targets and deadlines on the projects that will underpin the agenda.
- To facilitate a range of opportunities for people to participate e.g. meetings, events and forums.
- To take an active role in senior meetings in order to input into policy and planning.
- To lead on face-to-face and online events planning within the directorate as required.

Additional Information

Additional information about protocols and guidelines while working at NELFT are outlined in [this document](#).

Key Performance Indicators (KPI) and Objectives

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

Date last reviewed: **Insert date job description approved by panel if recent, otherwise state 'approved historically'**

Date to be reviewed: **Insert date job description to be reviewed by manager (JDs should be reviewed yearly)**

Job evaluation reference number: **Insert job evaluation reference number** if post has been through the job evaluation process.

Person Specification

Please note if you do not meet all the criteria listed in the person specification, we encourage you to still apply and development needs can be discussed at the interview.

Demonstration of Trust Values	Essential	Desirable	Measurement
<ul style="list-style-type: none"> We are kind We are respectful We work together with our communities 	✓		Application Form Interview Assessment

Qualifications	Essential	Desirable	Measurement
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form
Educated to degree or equivalent level or equivalent, relevant experience		✓	Application Form
A willingness to undertake further training and/or qualifications	✓		Application Form
Further education/training in the areas of user and/or carer involvement		✓	Application Form

Experience	Essential	Desirable	Measurement
Experience of work on users and carer related issues	✓		Application Form Interview

Experience of working in a health-related setting	✓		Application Form Interview
Personal experience of accessing NELFT services	✓		Application Form Interview
Experience of living within the locality in which the role is based – emphasis on local people delivering patient leadership in local services	✓		Application Form Interview
Personal experience of working within the voluntary sector and/or NHS		✓	Application Form Interview
Experience of preparing and delivering presentations		✓	Application Form Interview
Experience of working in a multidisciplinary team		✓	Application Form Interview
The ability to demonstrate sound practical experience and understanding of current issues and challenges within the NHS		✓	Application Form Interview

Knowledge	Essential	Desirable	Measurement
An awareness of NELFT & NHS priorities.	✓		Application Form Interview Assessment
Awareness of the national patient	✓	✓	Application Form Interview

experience agenda			
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Skills	Essential	Desirable	Measurement
Excellent IT skills	✓		Application Form Interview
Ability to work as part of a team	✓		Application Form Interview
Able to develop and maintain positive working relationships	✓		Application Form Interview
Ability to inspire, motivate and empower service users & carers	✓		Application Form Interview
Ability to network and establish strong working relationships	✓		Application Form Interview
Excellent communication skills written and verbal	✓		Application Form Interview
Ability to engage with patients/ service users and carers with empathy and compassion	✓		Application Form Interview
Commitment to the Trust's Equality and Diversity scheme and core values	✓		Application Form Interview

Other	Essential	Desirable	Measurement
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To be able to travel efficiently throughout the area	✓		Application Form Interview
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