

Job Description

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| **Job Title:** | Lived Experience Manager | | |
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| **Grade:** | Salary Scale PO3, Points 37-40  £31,176.24 - £34,015.72 | | |
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| **Immediate Supervisor:** | Senior Services Manager | | |
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| **Immediate reports:** | Wellbeing Workers | | |
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| **Hours of Duty:**  **Location:**  **Staff Benefits:** | **35** hours per week in accordance with service requirement. Some flexibility may be required to meet the needs of the service.  Across the Borough of Rochdale  25 Days Annual Leave, rising with extended service to 32 days per year, plus statutory bank holidays  Auto-enrolment Pension scheme with 3% contribution from the organisation  Within reason, we offer Hybrid and Flexible working arrangements to help balance work and personal commitments.  We offer ongoing training and development opportunities  We are committed to providing wellbeing opportunities in support of staff, including an Employee Assistance Programme. | | |
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| **Any Special Conditions of Service:** | All service delivery will model the belief that we all have the potential to make positive change and to lead meaningful and purposeful lives.  All staff will contribute to the ongoing development of an ambitious and inspirational culture and provide hope, empowerment and choices that support individuals to thrive and reach their full potential.  This role is subject to an Enhanced with Barring List Disclosure and Barring Service (DBS) Check. A previous conviction does not necessarily preclude employment.  If you require further information or support regarding criminal record disclosures, please visit [www.nacro.org.uk](http://www.nacro.org.uk) or [www.unlock.org.uk](http://www.unlock.org.uk)  To support this we embrace our values of:  Open – We reach out to anyone who needs us.  Together – We are stronger in partnerships.  Responsive – We listen, we act.  Independent – We speak out fearlessly.  Unstoppable – We never give up. | | |
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Summary of Main Duties and Objectives of the Job:

The Living Well model puts Lived Experience at the centre of mental health care where the voices of people with Lived Experience remain central to the work that Living Well does in the community.

The Lived Experience Manager will take overall responsibility for the delivery, management, and development of RDM Lived Experience staff, working as part of the Living Well Service Teams, a multidisciplinary service made up of professionals coming from the Voluntary, Statutory, Health and Social Care sectors.

1. To lead and manage the collaborative working of the Rochdale & District Mind staff within the Multi disciplinary teams across the Primary Care Networks working towards a unified purpose.
2. To work on strategy, process management and implementation of the Living Well model and that of lived experience, ensuring that we represent and promote the voice of the voluntary sector within the Multi Disciplinary Team.
3. Be responsible for delivering the service outcomes and coordinating the monitoring and the reporting of data from delivery and contractual requirements.
4. To implement wellbeing based outcome tools such as the WEMWBS, PHQ, REQOL and GAD or others as required for the team.
5. Liaison with partner agencies to enable an integrated programme of service provision within the primary care locations, building our reputation and the understanding of RDM
6. Promote the understanding of the offer of voluntary services within the Living Well MDT and wider community ensuring a transformative option.
7. To mentor and supervise Wellbeing Workers, holding regular supervisions and being available for consultation regarding case management. This includes holding challenging conversations.
8. To work with the Living Well team on developing and implementing procedures for ensuring the accuracy of service user information on all systems and/or records that support the provision of care, support, and Living Well services.
9. To ensure an asset based approach and mindset are embedded within the culture and shared practice of the team.
10. To promote and raise awareness of the voluntary and community offer within the Living Well Model attending contract review and development meetings in order to be the voice of the VCSE.

Responsibilities:

1. To attend the Multi Disciplinary Team meetings, agreeing allocations in order to support Service Users being directed to the service and manage the expectations of Lived Experience Workers.
2. Be responsible for providing a “Community of Practice” group, to enhance the skills and understanding of the Wellbeing Workers, enhancing skills and understanding of the model and the Integrated Care Systems.
3. To source accredited training as appropriate for the Wellbeing Workers.
4. To play an active part in the management team at Rochdale & District Mind.
5. To lead in the recruitment, induction and training of new staff for the service.
6. Be responsible for own safety and welfare in accordance with the Health and Safety Policies and to oversee this for staff, service users and volunteers, under your direction who will be working in outreach locations.
7. To ensure the provision of safe, effective and appropriate services. This includes arranging cover for any approved leave or sickness in the team
8. To undertake training and other learning opportunities as required and take a shared responsibility for personal development.
9. To work within our policies and procedures for maintaining safeguarding records and principles whilst working with service users, volunteers and staff, with support from your line manager and the Designated Safeguarding Lead.
10. To maintain an up to date personal development plan and to regularly meet with line manager for supervisions, appraisals and reviews as necessary
11. To undertake any duties and responsibilities of an equivalent nature, as may be determined by the CEO from time to time in agreement with the post holder and after consultation.

General principles for all Mind staff:

1. To promote the empowerment of people who experience mental health and emotional wellbeing issues and to help them speak out.
2. To support the active participation of mental health and emotional wellbeing service users in the services they receive.
3. To practice anti-discriminatory behaviour and to adhere to Rochdale and District Mind’s objectives and policies in the delivery of all its services.

These responsibilities are subject to annual review and may need to be adjusted in line with service developments.

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| Prepared by | Katie Howard-Spink | Date | 10/09/2024 |
| Agreed by Post holder | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |
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| Supervisor | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |
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| Chief Officer | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |