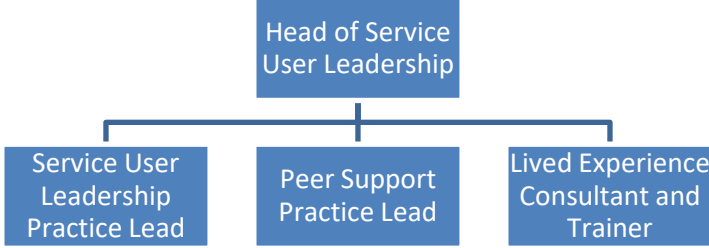


Job Description and Person Specification

Job Title: Lived Experience Consultant and Trainer
Directorate: Central Support Services
Reporting Line: Head of Service User Leadership
Structure Chart:  <pre> graph TD A[Head of Service User Leadership] --> B[Service User Leadership Practice Lead] A --> C[Peer Support Practice Lead] A --> D[Lived Experience Consultant and Trainer] </pre>
Contract Type: Fixed term (2 years)
Date of Issue: 21 st May 2024
Job Purpose: <ul style="list-style-type: none"> To lead on generating business opportunities for Together directly through offering consultancy and training for peer support and service user leadership to external organisations, or through developing new projects and initiatives internally to enhance Together’s brand and reputation To work alongside the Service User Leadership Team to develop new service user leadership and peer support products to take to market

Functional Responsibilities <ul style="list-style-type: none"> Alongside the Head of Service User Leadership, lead on the identification, development and management of strategic relationships with key stakeholders across mental health and social care, with a view to generating opportunities to work collaboratively on new business opportunities in peer support and service user leadership Research the external landscape, reporting on anticipated opportunities to develop new peer support and service user leadership products to take to market that will benefit Together Lead on the development, delivery and evaluation of bespoke service user leadership and peer support consultation and training packages to external stakeholders, following a local training needs analysis Lead on the development of bespoke proposals and quotations for new service user leadership and peer support business opportunities with external organisations, liaising with Finance, Operations and Business Development colleagues Work towards annual income generation targets, whilst developing mechanisms to consistently monitor and evaluate progress Both lead on and/or support communications and negotiations with external organisations alongside the Head of Service User Leadership and Director of Business Development where new business opportunities are identified Work alongside the Communications Team to develop marketing materials for both service user leadership and peer support, specifically for products to take to market Lead on the development of marketing and promotional content for Together’s social media platforms to raise awareness of our offer, in collaboration with the Communications Team Lead on the identification of new opportunities to sell our products to external stakeholders through networking opportunities with key stakeholders

- Lead on the evaluation and impact of our products, including data analysis and report writing for internal and external stakeholders
- Alongside the Peer Support Practice Lead, research service user leadership and peer support models and approaches in order to keep up to date with changes within the sector to ensure our content is relevant and up to date
- Lead on the development and delivery of Together’s accredited 8-day peer support training programme
- Lead on the research and identification of opportunities to participate in external events that will raise our profile in both service user leadership and peer support
- Work directly alongside individuals with lived experience of mental distress to ensure that our external training offers are grounded in service user leadership
- Support the Service User Leadership Practice Lead and the Peer Support Practice Lead with the development and delivery of existing or new internal projects or initiatives that will benefit the people using Together services, that will enhance our brand and reputation

<p>Key Leadership Behaviours</p> <ul style="list-style-type: none"> • Models the highest levels of the Together Values commitment and its associated behaviours, to provide a clear example for all colleagues • Ensures that Service User Leadership is at the heart of everything we do • A deep and meaningful understanding of Together’s values and ethos and how these are developed in the workforce and through our service

<p>Knowledge, Skills & Experience</p> <p>Essential:</p> <ol style="list-style-type: none"> 1. Direct personal experience of mental distress and/or of using mental health services, past or present, and ability to draw on this within a role 2. An understanding of the wide range of issues faced by people with mental health needs and the importance of service user leadership and peer support 3. In depth knowledge and understanding of peer support and service user leadership across statutory, VCSE and private sector 4. Demonstrable experience of identifying, developing, and maintaining strategic partnerships with key stakeholders with the view to generating new business opportunities 5. Experience of working to financial targets 6. Demonstrable experience of enabling and supporting the implementation of peer support and service user leadership across a diverse range of mental health services through offering specialist advice, guidance and mentoring around best practice 7. Experience of leading on communications, written proposals, quotations, and negotiations 8. Extensive experience of developing and delivering training and workshops to a wide range of audiences 9. Excellent communication skills, including the ability to write reports, deliver presentations and facilitate meetings 10. Demonstrable project management and time management skills, with the ability to think and work creatively, taking a positive approach to problem solving 11. Demonstrable experience in data analysis, monitoring, and evaluation 12. A willingness and capacity to travel as the job requires <p>Desirable:</p> <ol style="list-style-type: none"> 1. Experience of working within a voluntary sector organisation 2. Experience of working with volunteers
