



# **GMHAN Lived Experience Coordinator**

## **Job Application Pack**

**May 2024**

**Deadline For Applications:**

12 noon on Thursday 6<sup>th</sup> June 2024

**Interviews:**

Tuesday 11<sup>th</sup> June 2024

If you have any questions, or would like to talk to someone about the role, please email Matt Johnson (GMHAN Learning Group Co-Chair) [matthew.johnson@lifeshare.org.uk](mailto:matthew.johnson@lifeshare.org.uk) to arrange a time for an informal chat.

**Your CV and Cover Letter (written or video) should be submitted by the deadline:  
12 noon on Thursday 6<sup>th</sup> June 2024.**



## How to Apply

Please send us a CV and a cover letter. The cover letter can either be in writing (*no more than 1,500 words*) or you can submit a video (*no more than 5 minutes*).

CVs and written cover letters should be submitted by the deadline (12 noon on Thursday 6<sup>th</sup> June) to [recruitment@greatertogethermanchester.org](mailto:recruitment@greatertogethermanchester.org).

Video cover letters should be sent by the deadline to Philippa Iwnicki (GMHAN Manager) via WhatsApp to 07563 388 971. Please make sure you include your name in your message.

If you're not sure where to start with the cover letter, we'd recommend answering the following questions.

1. Why do you want to apply for the role of GMHAN Lived Experience Coordinator?
2. How do you meet the essential criteria for the role? You can find these criteria in the Person Specification.
3. This is a new role, and we want a successful candidate to shape the role based on what they think is important. What would you add or change in the key responsibilities of this job?

When answering these questions provide examples if you can. These examples can be drawn from your personal life, any volunteering, or previous work experience. When providing examples, some people find the STAR method helpful:

**Situation** – What? Where? When?

**Task** – What was the challenge?

**Actions** – What did you do?

**Result** – How did it end up?

## Application Support

We will also be running two drop-in Application Support Sessions for you meet us and discuss any questions you might have:

- **Thursday 23<sup>rd</sup> May, 3.30pm – 5.30pm**  
Online via Zoom:  
<https://us02web.zoom.us/j/87197255012?pwd=eIVWRDhwYkt1OHhJMUhmZ3VleGV3QT09>
- **Wednesday 29<sup>th</sup> May, 2pm – 4pm**  
In Person at Methodist Central Hall (Oldham Street, Manchester M1 1JQ)

If you need any other support or have any questions about applying, then please contact Matt Johnson (GMHAN Learning Group Co-Chair) by email: [matthew.johnson@lifeshare.org.uk](mailto:matthew.johnson@lifeshare.org.uk). You can email him any questions you have or arrange a time to have an informal chat.



## About Greater Together Manchester

Greater Together Manchester (GTM) has been a key member of the GMHAN since it was created and hosting the GMHAN staff on behalf of the network.

GTM is a charity that works to tackle poverty across Greater Manchester.

Founded as a joint venture between Church Urban Fund and the Diocese of Manchester, we work with communities all over Greater Manchester to tackle poverty and deprivation, and to find ways to support the most vulnerable people in our society. We work with local, grassroots groups to develop their responses to concerns or problems in their community, providing advice, support, infrastructure, and support with fundraising.

Mission Statement:

- To kick-start, grow and support social action/community outreach projects and initiatives by equipping churches, groups, individuals and communities with the skills and confidence to make a real difference to the lives of the most vulnerable people in their local area.
- To connect projects, people, and organisations together to help them to share best practice, resources, and ideas.
- To work together with multi-agency partners to influence local, regional, and national policy and strategy.
- To provide training and information to individuals and organisations to help equip them with the skills and knowledge they need to support and sign post vulnerable people more effectively.

## About the Greater Manchester Homelessness Action Network

The Greater Manchester Homelessness Action Network (GMHAN) brings together everyone across Greater Manchester working to end rough sleeping and prevent homelessness. This includes all different sectors and specialisms, such as charities, local authorities, housing providers, faith partners and people with lived experience of homelessness. Most importantly, it operated on the basis of 'community development' and co-production, bringing people together to work side by side rather than alone or in hierarchies.

We do this through large in person events every 3 months aimed at co-designing Greater Manchester's homelessness **policy** and showcasing **best practice**. Our network events focus on different themes (such as the criminal justice system or youth homelessness) and bring together people passionate about that area to share their experiences and form a collective voice to push for social change.

We also run three task groups- Learn, Lobby & Deliver. The groups are a space for action to happen outside of events, where people from all areas can come together to progress this work and identify areas where the network can influence change. All of this work feeds into the GM Homelessness Programme Board, where key decisions are made.

Two years ago, the network restructured and bought in a full time Network Manager post. Since this time, we have seen the network grow and strengthen its ability to bring together people working across different sectors and take up opportunities which allow us to push for wider systems change. However, we recognise that there is still a need to improve co-production, both within network spaces but also pushing network partners to prioritise the voices of people with lived experience of relevant issues.



## **GMHAN Lived Experience Coordinator**

<b>Job Title</b>	Lived Experience Coordinator
<b>Employer</b>	Greater Together Manchester
<b>Responsible to</b>	GMHAN Manager
<b>Location</b>	GTM Offices at St John's House, Bury (some hybrid working will be possible, and independent travel around GM is required)
<b>Hours</b>	28 hours (this can be flexible and we're open to discussing what hours work for you)
<b>Duration</b>	Two-year fixed contract
<b>Salary</b>	FTE £26,000 (£20,800 for 28 hours) plus 7% employers pension contribution

Do you have a personal understanding of how lived experience of homelessness can impact individuals? And a passion to help people share their experiences of homelessness so that we can come together and improve the system? Then join the Greater Manchester Homelessness Action Network as our new Lived Experience Coordinator.

### **Purpose of the Post**

This role will co-ordinate and support people with lived experience to engage in the network, across a range of different spaces. This will include bringing in new people who have not previously been able to engage with systems change, supporting people those who are already involved in the network, and acting as a translator between services and those with personal experience of accessing services. This role is an opportunity for someone with lived experience of homelessness and housing insecurity to support others with similar experiences to change the system. Therefore, it is essential for this role that you have personal experience of homelessness or housing insecurity.

This role is being funded by the Lloyds Foundation as part of the Local Collaboration fund, which will focus on influencing change so that people facing complex issues have access to suitable accommodation.

### **Key Responsibilities**

- Visit support services to speak to people with lived experience of different issues and engage them in the homelessness action network.
- Support Greater Manchester Combined Authority and the GMHAN with their work to improve Temporary Accommodation in Greater Manchester.
- Bring in own ideas of how we can improve co-production across Greater Manchester
- Learn from existing co-production groups in Greater Manchester and work with them where necessary.



Internal Co-production:

- Support people with lived experience of homelessness to engage with the work of the GMHAN Task Groups.
- Ensure network events includes the voices of people with lived experience of the focus areas, and that the events are accessible to people with a range of different experience.
- Bring new people into network spaces who may have previously struggled to engage with the GMHAN.
- Attend the GM Homelessness Programme board.

External Coproduction:

- Promote the importance of co-production with our network partners and help them develop skills & tools to improve their own methods of co-production.
- Prepare external partners and spaces to be open and accessible. So that we can confidently bring people with lived experience into these spaces knowing their voices will be heard and respected.
- Responding quickly to requests and needs for 'co-production' and making sure that the same few people are not being called upon all of the time.
- Representing the GMHAN at external events where necessary.



## Person Specification

A successful candidate will be able to demonstrate the essential criteria needed for this job and have a willingness to learn and develop their skills for this job. Examples of how you meet the person specification can come from paid or unpaid work experience, or from your life experience.

This role is an opportunity for someone with lived experience of homelessness and housing insecurity to support others with similar experiences to change the system. Therefore, it is essential for this role that you have personal experience of homelessness or housing insecurity.

## Essential Criteria

Quality	Description
<b>Experience</b>	Personal experience of the homelessness/housing system, and the problems people face when trying to access support.
<b>Skills</b>	Strong communication skills and the ability to communicate appropriately based on different settings.
<b>Skills</b>	The ability to listen to others and support them to tell their story and have their voice heard.
<b>Skills</b>	Skilled at building relationships with a range of different individuals and organisations.
<b>Skills</b>	The ability to work independently and within a team environment.
<b>Attitude</b>	A strong commitment to co-production and experience of working in this way to influence change.

## Desirable Criteria

Quality	Description
<b>Experience</b>	Experience of approaching and reaching out to people with different experiences.
<b>Experience</b>	Experience of working with people who have experienced homelessness and adapting to their different support needs.
<b>Knowledge</b>	An understanding of different needs and how to support people with a range of needs and experiences.
<b>Knowledge</b>	Local knowledge of homelessness services in Greater Manchester.
<b>Knowledge</b>	An understanding of the importance of confidentiality.
<b>Skills</b>	Strong emotional intelligence and the ability to maintain appropriate boundaries.
<b>Skills</b>	Good use of IT including emails, video calling (e.g. Teams and Zoom) and Microsoft Word
<b>Skills</b>	Ability to create a safe and welcoming space for a range of different people.
<b>Skills</b>	The ability to ask for help and use the support available as part of the role.
<b>Attitude</b>	A flexible outlook which gives you the ability to deal with changes in the system or plan as and when they come up.
<b>Attitude</b>	The ability to work evening and weekends if necessary (note: this is unlikely to be required regularly).