



# Trauma Recovery CIC

SEXUAL, DOMESTIC & RELATIONAL TRAUMA



## Lived Experience Facilitator application Pack

Butterflies Lived Experience Community is an integral part of Trauma Recovery CIC, bringing together people with lived experience of sexual, domestic and/or relational trauma to form a community that supports each members ongoing recovery journey.

Every member of the Butterflies team has direct personal lived experience of sexual, domestic and/or relational trauma and as you are interested in applying for a role as a Lived Experience Facilitator, we know that you have that lived experience too. The Butterflies team use their own courage to support others to connect with theirs and use this to fuel their recovery.

The power comes from coming together.

# How to apply for the role

## Application steps:

1. Read this document in full - it will help you to decide if this is the right role for you and give you the information you need about Trauma Recovery CIC and Butterflies Lived Experience Community that you need to complete your application
2. Complete the application form (link at the end of the document)

## What happens after we receive your completed application:

1. Your form will be read by our Managing Director and Business Operations Lead
2. If they believe that you may be the right person for the role, they will ask a member of the Butterflies team to read your application (this is part of our co-production ethos)
3. We will then invite you to meet with our Managing Director, either our Business Operations Lead or our People Operations Director, and a Butterflies Ambassador.
4. We know that interviews can be stressful and so we will send you the questions we will ask you before your interview to help you to prepare (if there is anything you want to clarify you can do this too)
5. During your interview we will ask you the questions we sent you to help us understand you better and how you will fit in with the team and the service. It is also important that you believe that you are a good fit for the team and we encourage you to ask us the questions you need answers to to help you make that decision.
6. After the interview we will contact you within 24 hours to let you know our decision.
7. If we invite you to join our team, and you decide to accept our invitation, we will talk with you about the next steps

You may also find it helpful to read about Trauma Recovery CIC on our [website](#) and/or our [main brochure](#).

We are an equal opportunities, inclusive employer and value lived experience and diversity. If you have any questions prior to completing the application form or case study, please email [hello@trcic.co.uk](mailto:hello@trcic.co.uk) 'FAO Melissa re LEF application'

# An overview of Trauma Recovery CIC

Trauma Recovery CIC is a female founded not-for-profit Community Interest Company dedicated to providing vital support services for victims and survivors of trauma. Founded in 2020, our mission is to build a safe, supportive, accessible, and sustainable service for the community.

Trauma Recovery CIC is an organisational member of the National Counselling and Psychotherapy Society and we integrate the NCPS ethical framework into our ethos. We have won awards for commitment to the community and innovative services including a Gold Award from the National Lived Experience Charter and accreditation by the disability confident scheme and we are a recognised 'Real Living Wage Employer'.

Ethical behaviour is integral to Trauma Recovery CIC, along with corporate governance and accountability to our partners and stakeholders.

Many of our team members have lived experience of trauma and as an organisation we strive to embrace and learn from the lived experience of others. In 2023 this was recognised nationally, when we were awarded Gold Status from the National Lived Experience Charter.

## Trauma Recovery CIC Values

**Honesty:** We work openly and honestly with our stakeholders - partners, clients and team members included. Honesty is necessary to build trust which is integral to Trauma Recovery CIC.

**Accountability:** All stakeholders are encouraged to be accountable for their choices, actions and behaviour. Being accountable for oneself reduces blame and increases transparency, allowing a culture of support and openness and fostering personal, professional and organisational growth.

**Respect:** Unconditional Positive Regard is at the heart of person-centred, individual support. Respect at Trauma Recovery CIC means that everyone is accepted for who they are and given space to be from a place of non-judgment.

**Giving back:** Many of those who work with Trauma Recovery CIC have had lived experience of trauma. We create and support an environment where lived experience is seen as positive thus reducing stigma and supporting lifelong recovery.

# Butterflies Lived Experience Community



Butterflies Lived Experience Community is an open access model of community-based peer support for people in Hertfordshire who have experienced sexual, domestic and/or relational trauma, directly or indirectly.

Butterflies LEC aims to facilitate community members' recovery journeys in a creative, flexible way, including them in the development of their own support service and coproducing services with the community. Community members will have experienced sexual, domestic and/or relational trauma at some point in their life and are likely to be experiencing long standing emotional difficulties, isolation and patterns of behaviour that may not be helpful in the longer term. They will be experiencing the impact of trauma to varying degrees. The effectiveness of the community is in the peer support element, shared understanding and co production of the service.

## The community offers the following:

1. Focused "Understanding Trauma" programmes
2. Community based groups developed with Butterflies Lived Experience community members
3. A lived experience forum
4. Ambassador opportunities for members
5. An individual peer mentor programme
6. Keyworking
7. Ambassador 'buddies' to support new members to integrate into the community
8. A community newsletter

Community members own resources and expertise gained through their lived experience is integral to the model. Facilitators will have their own lived experience of sexual, domestic and/or relational trauma and be at a point in their own recovery where they are able to use their professional and personal expertise to support others. They will work alongside other Trauma Recovery CIC team members and partner organisations.

For more information about Butterflies LEC, take a look at the brochure we send to professionals [HERE](#) and our website [HERE](#)

# The Butterflies Lived Experience Community Team

All Butterflies LEC team members have direct personal experience of sexual, domestic and/or relational trauma. As Gold award holders of the Lived Experience Charter, recognition of the important and relevance of lived experience is at our core and to support those who wish to use their expertise gained through experience in their chosen carer, we offer a clear progression pathway.

The Butterflies LEC team consists of:

## **Volunteer Ambassadors**

People who access the community to meet their own support needs and are at a place in their recovery journey where giving back to others supports their own journey.

## **Level 1 Lived Experience Facilitators (LEF)**

Level 1 LEF's are not required to have any professional qualifications (although we won't turn people away from the role if they do). They are at a place in their own recovery journey where they are ready and want to use their lived experience in a professional capacity.

## **Level 2 Lived Experience Facilitators (LEF)**

Level 2 LEF's are required to hold a relevant qualification or certification that enhances their expertise by experience. Relevant qualifications may include a certificate in counselling skills, youth work qualifications, ISVA or IDVA qualifications, Counselling qualifications, Coaching or mentoring qualifications. The qualification should enable them to have a deeper understanding of supporting others and facilitating groups.

## **Level 3 Lived Experience Facilitator (LEF)**

Level 3 LEF's are required to hold a Social Work qualification that enhances their personal lived experience. As well as facilitating groups and key working, Level 3 LEF's take responsibility for co-ordinating the team and the service

# An overview of the Lived Experience Facilitator role

## The purpose of a Lived Experience Facilitator

- To engage Butterflies LEC members in group and 121 activities to support their lifelong recovery from sexual, domestic and/or relational trauma in community-based locations throughout Hertfordshire
- To use your own recovery journey from sexual, domestic and or relational trauma to support others recovery

Location	Working Days/Hours	Salary
The base is our head office at The Weltech Business Centre in Welwyn Garden City, however many of our sessions take place in the community around Hertfordshire.	<b>Monday:</b> non working day <b>Tuesday:</b> 9.30am-2pm <b>Wednesday:</b> 9am-2.45pm <b>Thursday:</b> 4pm-8pm <b>Friday:</b> 9am-2.45pm	Current funding provides for each role to be 20 hours per week  <b>Level 1 Lived Experience Facilitator:</b> £14,546 <b>Level 2 Lived Experience Facilitator:</b> £15,600-£17,680 <b>Level 3 Lived Experience Facilitator:</b> £21,330.40-£26,665.60

## Additional Information

You will be required to facilitate groups and sessions in locations across Hertfordshire and so you must be able to travel to different locations.

There will be rare occasions when events necessarily take place outside of your usual working hours and so we ask that you are able to have some flexibility of working hours to attend events. As much notice as possible will be given.

All Trauma Recovery CIC team members are required to hold an Enhanced DBS with registration to the live checking service.

We ask that all team members are given 2 satisfactory references

# Level 1 Lived Experience Facilitator role

Level 1 LEF's are not required to have any professional qualifications (although we won't turn people away from the role if they do). They are at a place in their own recovery journey where they are ready and want to use their lived experience in a professional capacity.

They take the role of co-facilitator in groups, working with the lead facilitator to organise and plan sessions, supporting the facilitator during the sessions, and are an integral part of the team reflection process following the session. During sessions, Level 1 LEF's will support participants to engage in the session. Level 1 LEF's have safeguarding responsibilities and will work with the group facilitator to ensure the safety of all participants, the public (if the session is in the community), and team members.

Level 1 LEF's may contribute to the newsletters, social media posts and attend events to promote the service (at times this may require attending events outside of usual working hours, prior notice will be given).

## Progression

Level 1 LEF's may choose to work towards progression to Level 2 and will be supported to do this by Trauma Recovery CIC. As part of their development plan, they may be offered opportunities to be supported to facilitate groups and will attend relevant training both internally and externally.

## Our ideal candidate

Our ideal candidate is someone who is in a place in their own recovery journey where they are able and wanting to give back to others.

They will have experienced therapeutic support as part of their recovery and have an understanding of the benefits of therapy and group support.

They will understand the importance of not only attending group sessions, but the need for effective preparation for each session and will embrace this aspect of the role as well as working directly with community members.

They will be able to communicate and connect with people from a variety of backgrounds, understand their individual needs and work creatively to meet them in way that supports recovery.

## Level 2 Lived Experience Facilitator role

Level 2 LEF's are required to hold a relevant qualification or certification that enhances their expertise by experience and enables them to have a deeper understanding of supporting others and facilitating groups. Relevant qualifications may include a certificate in counselling skills, youth work qualifications, ISVA or IDVA qualifications, Counselling qualifications, Coaching or mentoring qualifications.

Level 2 LEF's facilitate group sessions (supported by a co-facilitator), ensuring that risk assessments are carried out for each session and that participants have attended an initial appointment. Level 2 LEF's take responsibility for time keeping, shared responsibility for safeguarding and the reflection following the session. They work with the co-facilitator to ensure that all admin is completed for each session, delegating tasks as appropriate.

Level 2 LEF's will work with clients 1-2-1, both by providing peer mentoring through Trauma Recovery CIC's peer mentoring programme and by being an allocated keyworker for community members. As a keyworker, the LEF will meet with them as required to provide keywork support to review their support needs and work with them to identify ways to meet them. They may work alongside Trauma Recovery CIC counsellors and partner professionals to do this.

Level 2 LEF's may contribute to the newsletters, social media, attend events to promote the service (at times this may require attending events outside of usual working hours, prior notice will be given).

### Progression

Level 2 LEF's will develop their skills and expertise in their role, they will be supported to complete accredited peer support worker training. Should they wish to consider progression to level 3 LEF this will be discussed through professional development.

### Our ideal candidate

Our ideal candidate is someone who has walked their own recovery journey, experienced therapeutic support as part of this and understands the benefits on both a personal and professional level of therapy and group support.

They will have a completed training that enhances their lived experience and supports them to facilitate both group and individual sessions in a safe, supportive, creative way.

They will have experience of completing risk assessments, keeping records and using software and systems to do this effectively.

They will be able to communicate and connect with people from a variety of backgrounds, understand their individual needs and work creatively to meet them in way that supports recovery.

# Level 3 Lived Experience Facilitator role

Level 3 LEF's are required to hold a Social Work qualification that enhances their personal lived experience.

As well as facilitating groups and key working, Level 3 LEF's take responsibility for:

- Completing initial appointments with new community members to ensure that the team has a good understanding of their support needs and that they can be safely supported through Butterflies LEC.
- Mentoring and supporting the Level 1 and 2 LEF's and Ambassadors
- Working with community members, team members, Trauma Recovery leadership team and partner organisations to develop the service.
- Facilitating the understanding trauma programmes
- Providing reporting data to Trauma Recovery CIC Business Operations Lead and working with them to complete reports for funders and funding/grant applications.
- Co-chairing the Lived Experience Forum
- Contribute to the newsletters, social media, attend events to promote the service (at times this may require attending events outside of usual working hours).
- Ensure that all team members complete required admin accurately and in a timely manner and processes are followed.
- Highlight concerns about team members to the leadership team, identify ways to support the team or team member and offer the support.

## Progression

The Level 3 LEF is the highest position at present in the Lived Experience team.

## Our ideal candidate

Our ideal candidate is someone who has walked their own recovery journey, experienced therapeutic support as part of this and understands the benefits on both a personal and professional level of therapy and group support.

They will be a qualified, registered Social Worker with relevant social work experience of co-ordinating a service, mentoring team members and working from a systemic perspective.

They will have experience of completing risk assessments, keeping records and using software and systems to do this effectively.

They will be able to communicate and connect with people from a variety of backgrounds, understand their individual needs and work creatively to meet them in way that supports recovery.

# Responsibilities and tasks for each level

Skill, qualification, experience	Level 1 LEF	Level 2 LEF	Level 3 LEF
Co-facilitate group sessions	Yes	Yes	Yes
Facilitate group sessions	No	Yes	Yes
Preparation for group sessions (including planning and ensuring all necessary resources are identified, available and fit for purpose)	Yes	Yes	Yes
Participate in team reflection sessions	Yes	Yes	Yes
Lead team reflection sessions	No	Yes	Yes
Safeguarding responsibility	Yes	Yes	Yes
Designated Safeguarding Lead responsibility	No	No	Yes
Attend events (possibly outside of usual working hours) to promote the service	Yes	Yes	Yes
Contribute to newsletters/social media	Yes	Yes	Yes
Complete and update risk assessments for community sessions	No	Yes	Yes
Complete and update risk assessments for individual community members	No	Yes	Yes
Work with community members on a 121 basis – peer mentoring programme	No	Yes	Yes
Work with community members on a 121 basis – key working	No	Yes	Yes
Complete initial appointments with potential community members	No	No	Yes
Mentor and co-ordinate team members including Ambassadors	No	No	Yes
Participate in service development (including attending forum meetings, distributing marketing materials, gaining feedback from community members and partners)	Yes	Yes	Yes

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## Responsibilities and tasks for each level (continued)

Skill, qualification, experience	Level 1 LEF	Level 2 LEF	Level 3 LEF
Participate in recruitment of team members including Ambassadors	Yes	Yes	Yes
Take responsibility for providing data for reporting to the Business Operations Lead	No	No	Yes
Facilitate understanding trauma psycho-education based programmes	No	No	Yes
Co-chair Lived Experience Forum	No	No	Yes
Take responsibility for auditing team admin	No	No	Yes
Work with Trauma Recovery CIC leadership team to identify blocks to the service and take action to problem solve	No	No	Yes
Complete all required admin (including completing notes, updating client records, sending updates and notifications to participants)	Yes	Yes	Yes
Co-ordinate the waitlist for services	No	No	Yes
Ensure your emotional wellbeing is protected, being mindful of the impact of the work on your recovery journey, demonstrating reflective practice and utilise support as required	Yes	Yes	Yes
Engage community members in the coproduction of the service through the Core and Open forums and other means as required	Yes	Yes	Yes
Use your own lived experience of sexual, domestic and/or relational trauma and your recovery journey appropriately to support community members recovery journey	Yes	Yes	Yes
Work within the ethos, vision and values of the organisation and in line with the organisation's policies and procedures	Yes	Yes	Yes
Follow the protocols and guidelines for safe and effective working	Yes	Yes	Yes
Take full responsibility for understanding and applying professional boundaries	Yes	Yes	Yes
Understand the NCPS code of ethics and adhere to this (this will be provided during your induction)	Yes	Yes	Yes
Commit to the Butterflies Lived Experience Charter	Yes	Yes	Yes

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## Responsibilities and tasks for each level (continued)

Skill, qualification, experience	Level 1 LEF	Level 2 LEF	Level 3 LEF
Encourage and motivate people to take an active role in their own recovery	Yes	Yes	Yes
Attend and actively engage in regular clinical supervision, case management, CPD and team meetings to support your own development	Yes	Yes	Yes
Report any areas of concern to the senior team, in line with service policies, procedures and guidelines	Yes	Yes	Yes
Maintain up to date knowledge of legislation, national and local policies and issues in relation to relevant areas	Yes	Yes	Yes
Commit to attending mandatory training, even outside of working hours (TOIL provided where necessary) and complete training and qualifications identified for the role in line with organisational need, Staff Development and Training policies and procedures	Yes	Yes	Yes
Work with other Trauma Recovery CIC team members to: <ul style="list-style-type: none"> <li>• Share information about Butterflies LEC</li> <li>• Identify clients who may benefit from the service</li> <li>• Identify gaps in the service</li> </ul>	Yes	Yes	Yes
Work with colleagues to ensure that project objectives are fulfilled	Yes	Yes	Yes
Any other reasonable tasks requested by Trauma Recovery CIC that are within your realm of professional expertise	Yes	Yes	Yes

# Skills, Qualifications and Experience for each role

Skills qualification, experience	Essential, Desired, Not Required		
	Level 1 LEF	Level 2 LEF	Level 3 LEF
Lived experience of sexual, domestic or relational trauma	E	E	E
Excellent Communication Skills	E	E	E
Good IT skills including using online communication systems (email, MS Teams, Zoom) and a CRM system	E	E	E
A clear enhanced DBS check registered with the live checking service, plus references	E	E	E
Safeguarding Qualification Level 3	D	E	E
Minimum of 6 months experience supporting people in a similar social care role	E	D	E
Social Work qualification and minimum 6 months Social Work experience relevant to the service	NR	E	E
Relevant training (e.g. Certificate in Counselling Skills, IDVA/ISVA training, Counselling level 4 diploma, Accredited Peer Support Worker training)	NR	NR	NR
Willingness to professionally share your own life experiences and personal experiences of sexual, domestic or relational trauma as part of the role	E	E	E
Experience of facilitating and co-facilitating groups	NR	E	E
Experience of mentoring others	NR	D	E
Good understanding of the impact of trauma and support services	D	D	E
Ability to guide others in taking responsibility for their own recovery	E	E	E
A commitment to deepening your knowledge and expertise around working with all victims of trauma regardless of gender and background	E	E	E
Ability to be non-judgmental, demonstrate empathy, compassion and patience	E	E	E

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# Skills, Qualifications and Experience for each role (continued)

Skills qualification, experience	Essential, Desired, Not Required		
	Level 1 LEF	Level 2 LEF	Level 3 LEF
An understanding of emotional and practical issues which may arise in relation to trauma	E	E	E
Ability to engage effectively in supervision and to be able to raise concerns or personal difficulties which may affect the work being undertaken	E	E	E
A proven ability to develop healthy professional relationships	E	E	E
Ability to work co-operatively as part of a multidisciplinary team	E	E	E
Ability to travel to different locations in Hertfordshire to deliver services	D	E	E



# How to apply for the role

## Step 1

### Complete the application form

The application form can be found [HERE](#)  
(once you start, you cannot save and return).

## Step 2

### Send your additional information to Trauma Recovery CIC

If you are applying for Level 2 or Level 3 Lived Experience Facilitator role, you will need to send proof of your qualifications (certificates) by email to:  
OperationsLead@trcic.co.uk  
Subject: LEF application supporting documents



## What to do if you have questions before applying



We have shared a lot of information with you, both here and through our website and brochures. It is both important that you are the right person for our team, and we are the right organisation for you. With this in mind, we know that you might have questions that need answering before you take the time to complete the application.

### Questions we often get asked

1. **Is there any way I can work different shifts?** No - the whole team work the same shifts to enable us to run groups effectively and to support one another
2. **Can I see the interview questions before my interview to make sure I can be the best possible me on the day?** YES - absolutely. We will send you out the interview questions when we confirm your interview. We may ask you a few additional questions on the day if it helps us to better understand you. And of course,
3. **Will I be able to ask you questions in my interview to help me decide if its the right role for me?** YES absolutely, we encourage you to ask any questions you need to - you need to make sure its the right role, team and organisations and that our values are in sync
4. **I have something else I would like to check out before applying, how can I do this?** Email OperationsLead@trcic.co.uk Subject: Questions about applying for LEF role