

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Adult Care and Community Wellbeing

Job Ref Number: 04490

Service Area: Mental Health

Grade: G8

Job Title: Expert by Experience – Mental Health

PURPOSE OF JOB:

As an Expert by Experience this role has both a strategic and operational remit for ensuring that the voices, experiences and perspectives of people who draw on adult social care services, unpaid carers, and local communities are embedded in the design, delivery, commissioning, evaluation and governance of Adult Social Care services. The postholder will provide direction in engagement approaches, championing a strengths-based and person-centred ethos. They will act as a critical friend, adviser and advocate, ensuring that lived experience directly influences decision-making, service improvement and transformation programmes, through a Mental Health lens. Operating from a position of positive, evidence-based challenge, to inform Lincolnshire County Council's approach to delivering responsive, inclusive and person-centered mental health services, where outcomes and quality of life are central.

The Expert by Experience will develop and support meaningful engagement opportunities, build engagement capability across the workforce. The postholder is expected to operate from a perspective ensuring platforms and opportunities are created, enabling people who access services, to directly share their experiences, knowledge and views, to in turn shape continuous improvement across and ongoing development of Adult Social Care Mental Health services.

STRUCTURE CHART:



MAIN DUTIES:

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| 1. | Operate collaboratively with the Mental Health Team and Strategic Commissioning Co-production team to drive, shape and design engagement and co-production activities to improve services. |
| 2. | Lead forming positive relationships and reducing barriers to collaborate with people who access services, unpaid carers, voluntary sector and community groups, and partner organisations. |
| 3. | Operate as the principal adviser to senior leaders on matters relating to lived experience and community involvement. Provide challenge and constructive feedback to leaders based on lived experience insight. |

4.	Act as an ambassador for the voice of lived experience at internal and external events, forums, and partnership meetings.
5.	Gather views across communities through a range of communication methods, which can in turn be utilised to inform future service design and development.
6.	Promote understanding of wider mental health factors such as stigma, discrimination, exclusion, and inequalities.
7.	Provide constructive feedback based on lived experience to promote person-centred, strengths-based and recovery-focused approaches.
8.	Through analysis of qualitative and quantitative intelligence, produce information to support reports and recommendations for senior leaders, elected members and partnership boards.
9.	Ensure lived experience is embedded within strategic planning, commissioning, transformation programmes and policy development.
10.	Support the organisation in meeting its statutory duties relating to wellbeing, inclusion, equality and engagement.
11.	Ensure people with lived experience are involved at all stages of service design, delivery and evaluation.
12.	Develop mechanisms to engage diverse and seldom-heard groups. Ensure participation activities are accessible, inclusive and culturally appropriate.
13.	Facilitate workshops, focus groups, consultations and engagement activities.
14.	Establish and support lived experience panels, reference groups and advisory forums.
15.	Contribute to service reviews, inspections, quality assurance activities and improvement plans.
16.	Represent the authority at regional and national networks relating to lived experience and citizen engagement.
17.	Ensure compliance with relevant legislation, safeguarding responsibilities, data protection requirements and equality duties.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
GCSE Grade C or Level 5 or equivalent in English.	(A)	✓	
Understanding of issues affecting people with mental health needs, including stigma and daily-life impact.	(A, I)	✓	
Awareness of unpaid carers and families' needs when supporting someone with mental health challenges.	(I)	✓	
Ability to utilise systems and software packages including Microsoft suite.	(A)	✓	
Significant experience of representing, advocating for or amplifying the voices of people with lived experience.	(A, I)	✓	
Ability to gather, analyse and interpret feedback and insight.	(A, I)	✓	
Commitment to collaborative working, valuing different perspectives and solution-focused approaches.	(A, I)	✓	
Experience of building effective partnerships across organisations and sectors.	(A, I)	✓	
Experience of presenting information and recommendations to decision-makers.	(A, I, P)	✓	
Ability to work independently and manage competing priorities.	(A, I)	✓	
Ability to challenge constructively while maintaining positive relationships.	(I)	✓	

Ability to build trust and credibility with a wide range of stakeholders.	(I)	✓	
Ability to travel independently and efficiently throughout Lincolnshire to undertake home visits, hospital visits, community-based appointments and meetings, including locations not reasonably accessible by public transport. Due to the rural nature of the county and the frequency of travel required, a suitable licence (i.e. full UK driving licence, full or provisional motorcycle licence) and access to suitable transport will normally be required.	(A)	✓	
Ability to communicate complex information clearly and accessibly.	(A, I, P)	✓	
Experience of designing and facilitating engagement, consultation or co-production activities.	(A, I)	✓	
Experience of working with diverse communities, including seldom-heard groups.	(A, I)	✓	
Commitment to person-centred, strengths-based and rights-based approaches.	(A, I)	✓	
Evidence of professional development, training or qualifications relevant to community engagement, co-production, social care, public involvement.	(A)		✓
Strong understanding of: - Adult Social Care legislation and policy. - The Care Act 2014. - Personalisation and strengths-based practice. - Co-production principles and methodologies. - Equality, diversity and inclusion. - Safeguarding responsibilities.	(A, I)		✓
Experience of contributing to service improvement, commissioning or transformation programmes.	(A, I)		✓

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.