

Fife Voluntary Action



Lived Experience Team Coordinator

Job Description

Post Title: Lived Experience Team Coordinator

Hours: 21 hours per week (3 days)

Salary: £25,000 plus 8% pension (with the organisation contributing 7%)

Reporting to: Employability Development Manager

Main Purpose of Post

The successful applicant will develop the Lived Experience Team (LET) who are active volunteers with a clear and exciting goal to improve service design and delivery across Fife. The LET has a particular focus on contributing to the growth and improvement of health and social care, employability services, and workplace policies and practices around mental health. To find out more visit [Lived Experience Team \(fva.org\)](http://fva.org)

Main Duties

1. Coordinate and oversee recruitment of Lived Experience Team Volunteers
2. Coordinate and deliver a programme of training for volunteers based on their needs including (but not limited to) regular induction training, and challenging stigma and discrimination, online tools for working (zoom and teams), using social media and public speaking
3. Provide 1:1 and team-building support for volunteers including supporting them to design and deliver presentations at meetings or at training events relevant to their experience and interests
4. Maintain established relationships with strategic partners in Fife (and beyond) in mental health and employability policy areas to identify opportunities for LET volunteers to contribute to co-production in academic research, strategic planning, service design, communications strategies and staff/student training
5. Work closely with Employability Development Manager, FVA volunteer development colleagues and Peer Support Network Coordinator to maximise opportunities for working together
6. Ensure administrative activities are kept up to date for project management and evaluation including maintaining volunteer details, volunteer activity tracker, expenses and other reporting requirements
7. Any other duties relating to Lived Experience Team that may arise in the role.
8. To take personal responsibility for contributing to high quality standards in customer relations, service delivery and communications.

This job description does not represent an exhaustive list of responsibilities and tasks but indicates the main responsibilities required from employees in the role. The organisation reserves the right to require employees to perform other duties from time to time.

The organisation also reserves the right to vary or amend the duties and responsibilities of the postholder at any time according to the needs of the organisation's business.

There may be a requirement to work evenings and weekends as necessary in order to ensure appropriate fulfilment of duties.

Personal qualities:

The LET Co-ordinator must be a personable, highly motivated self-starter, and have the ability to:

- Work with light-touch supervision
- Liaise with senior staff both within and out with FVA, including in Health and Employability services and Tertiary and Higher education
- Co-organise events with strategic partners
- Support the Volunteers in an inclusive and friendly manner

Lived Experience Team Coordinator

Person Specification

Essential criteria

- Lived experience of mental health challenges and accessing mental health services
- Practical experience of 'user-involvement' or co-production in service design, delivery and planning;
- Emotionally intelligent, able to build and sustain positive relationships with senior staff as well as volunteers;
- Ability to work with light touch supervision and to empower others to achieve personal goals;
- Ability to participate and actively engage in meetings, workshops and training;
- Willingness to learn; work as part of a team and to help others;
- Good interpersonal, oral, written, numeracy and ICT skills; familiar with Outlook and other basic Microsoft packages
- A personal commitment to organisational excellence; displays honesty, integrity and a strong sense of ethics in all actions and decisions;
- Commitment to equal opportunities;

Desirable requirements:

- Practical experience of working with and supporting volunteers;
- Experience of delivering or managing a volunteer programme
- Good facilitation skills
- Experience of leading group discussions and delivering training sessions;
- Knowledge of mental health services, employability sector and anti-stigma work in Fife
- Experience of working within the third sector;