

Job Description and Person Specification for Band 7 Advanced Lived Experience KUF Development Lead

EAST LONDON NHS FOUNDATION TRUST

Job Description

Job Title:	Advanced Lived Experience KUF Development Lead
Grade:	Band 7
Hours:	37.5 hrs per week
Responsible to:	Training Lead for Psychological Therapies
Accountable to:	Director of Therapies
Location:	Vivienne Cohen House, The Lodge, 2 Crozier Terrace, London E9 6AT (but will require travel across East London)

Job Summary:

The Advanced Lived Experience KUF Development Lead will be responsible for recruiting, developing, supporting and supervising the KUF (Knowledge and Understanding Framework) Lived Experience Trainers for ELFT in the boroughs of City and Hackney, Newham and Tower Hamlets.

The successful candidate will:

- work collaboratively with the KUF Co-ordinator and Training Lead for Psychological Therapies to develop a strategy for KUF rollout within East London, holding specific responsibility for the KUF lived experience trainers.
- lead and develop the cohort of lived experience KUF trainers, providing high quality lived-experience specific supervision, CPD opportunities and line management responsibilities.
- work in collaboration with the service leads and the People Participation Team to ensure the leadership, development and support of the lived experience KUF trainers within ELFT in the boroughs of City and Hackney, Newham and Tower Hamlets.
- participate in the development, evaluation and promotion of the internal KUF offer, contributing to national discourse related to KUF and linking regularly with the NHS England KUF Hub as well as other Lived Experience KUF Development Leads.
- work closely with colleagues to promote, develop and embed the principles of recovery orientated practice across the organisation and to support the development and ongoing delivery of the Trust's Peer Support and Lived Experience Practice provision.

The post holder will be based at Vivienne Cohen House, The Lodge, 2 Crozier Terrace, London E9 6AT but will be required to travel to sites across East London.

Key Relationships

- Psychological Therapies Leads and Specialist Service Leads
- Training Lead
- People Participation Team
- Recovery College colleagues
- Primary Care Networks
- Multi-disciplinary teams within ELFT in City and Hackney, Newham and Tower Hamlets
- Partner agencies
- Service Users and Carers
- Trust corporate departments including People and Culture, Training and Development, IM&T etc.

Our approach to Complex Emotional Needs

This post will also support our community mental health transformation work, in particular the development of new services for people with complex emotional needs. We are making a clear shift away from the current model where people require a diagnosis of 'personality disorder' in order to access specialist services, and moving towards a more inclusive, person-centred, needs-led approach. The lived experience of people with complex emotional needs is at the heart of the design of these new services, which take a whole pathway approach with an emphasis on early intervention.

Key Responsibilities

1. Organisational

- 1.1 To be responsible for the leadership of lived experience KUF trainers within the trust, working closely with Recovery Colleges and Primary Care Mental Health Networks, Centres for Mental Health and other services to promote the principles and practice of the peer and lived experience roles within Corporate Education and the wider organisation.
- 1.2 To lead the lived experience staff team in delivering all aspects of KUF, with a focus on a highly skilful use of lived experience-based training within the training room and in strategic meetings related to KUF delivery.
- 1.3 To work in co-production with the KUF Coordinator, ensuring that planned/contracted activities are provided and being available to training staff out of hours when appropriate.
- 1.4 To contribute to internal and external meetings regarding lived experience training, KUF delivery and peer and lived experience roles and perspectives.
- 1.5 To work collaboratively with ELFT's community partners to ensure that they have access to training places in line with the integrated systems of care agenda.

- 1.6 To coordinate and lead on the promotion and execution of lived experience KUF trainer recruitment in collaboration with colleagues from Psychological Therapies services and People Participation.
- 1.7 To work with and support local Recovery Colleges as required.
- 1.8 To link with People Participation and work with the Primary Care Network Mental Health Teams and specialist services to offer consultation, reflective practice and training to staff across the organisation.
- 1.9 To devise, coordinate and deliver a bespoke Lived Experience Development training programme to support Lived Experience KUF Trainers to develop skills in areas such as co-facilitation of Complex Case Forums, reflective practice and delivery of bespoke training and consultation for clinical teams.
- 1.10 To work with the Leads for Complex Emotional Needs, Complex Trauma and Training to ensure that the complex emotional needs agenda is included in the organisation's development strategy.
- 1.11 To promote compassionate understanding, awareness and attitudes towards mental health and especially complex emotional needs as part of day-to-day duties.
- 1.12 To participate in and actively contribute to Lived Experience KUF Trainer supervision, mandatory training, team meetings, and organisational events as required.
- 1.13 To ensure excellent communication and liaison with colleagues within the wider Trust services, being an agent for change and a champion of recovery in all interactions both within and outside the organisation.
- 1.14 To work within a coaching paradigm and adhere to the core principles of adult learning in all courses/workshops.
- 1.15 To contribute to the cost-effective management of KUF training ensuring that it is provided within budget.
- 1.16 To inform and consult with the relevant Leads regarding any issues that may affect the efficient delivery of KUF training.
- 1.17 To work collaboratively with the relevant Leads to compile annual training reports and develop business plans.
- 1.18 To take a key role in the compilation and submission of bids at short notice, in collaboration with the relevant Leads, colleagues and experts by experience
- 1.19 To monitor and evaluate standards of training and service delivery, ensuring there is adequate service user representation and consultation in the planning and implementation of services.
- 1.20 To take responsibility for collaborating with the relevant Leads to develop and implement policy for the KUF training team.
- 1.21 To participate in regular and thorough service reviews ensuring services develop in line with national agendas and new initiatives.
- 1.22 To hold responsibility for relevant safeguarding issues in relation to KUF attendees and their network, adhering to the Trust's Safeguarding policies.
- 1.23 To identify and address additional learning and access needs that trainees may have to enable them to undertake and complete the KUF training.
- 1.24 To share responsibility with the KUF Co-ordinator for monitoring enrolment and access processes, as well as monitoring and managing waiting lists.
- 1.25 To work within Trust and Service guidelines to implement a system of gathering and statistically analysing data obtained from operational and training activity.

- 1.26 To work flexibly, including out of hours, and to cover colleagues' absence if required in order to ensure the delivery of scheduled consultation and training activities.

2. Communication

- 2.1 To raise trainee's awareness of recovery language by modelling positive strengths-based, non-discriminatory, non-jargon, non-medicalized language in all areas of work.
- 2.2 To communicate and liaise with a range of professionals both within and outside of the Trust, including professional leads, managers, care coordinators, peer support workers, Commissioners, external partnership agencies and other appropriate stakeholders to identify and deliver KUF training and associated learning and development activities.
- 2.3 To work collaboratively with the People Participation team to establish a robust training and development pathway for Service Users who may be interested in training as KUF Lived Experience trainers.
- 2.4 To liaise with local voluntary sector and community organisations in order to develop jointly delivered courses/workshops and to improve opportunities for partnership working.
- 2.5 To communicate and consult with service users and other stakeholders on the development of the KUF training team.
- 2.6 To facilitate and support effective communication within the KUF training team and between the team and other services / organisations.

3. Lived Experience Training, Supervision and Appraisal and CPD

- 3.1 To take responsibility for scheduling and attending regular supervision with manager and professional supervisor, working with them to identify training and development needs.
- 3.2 To engage in self-reflective practice and commit to continued personal development, participating in internal and external training courses as agreed with your supervisor.
- 3.3 Be committed to professional development through independent learning, keeping up to date with latest research and building connections with local and national peer networks and KUF-related training and education programmes and developments.
- 3.4 Promote development of best practices in Lived Experience Training across the service through active participation in internal and external training and development programmes.
- 3.5 To take responsibility for the induction of new staff- primarily Lived Experience KUF trainers, but occasionally assisting in recruitment, training and induction of registered professional staff.
- 3.6 To contribute to activities which continue to build on a culture of shared learning and evidence based practice.
- 3.7 To supervise members of the KUF training team as allocated by the manager.
- 3.8 To ensure that the activities of supervisees are conducted within a framework of accountability, ensuring that supervision is regular and recorded and to ensure annual appraisals are undertaken.
- 3.9 To be responsible for identifying the training and development needs of all supervisees to ensure high quality service provision.
- 3.10 To co-ordinate student placements as appropriate; ensuring an effective learning environment is maintained.

4. General Responsibilities

- 4.1 Work in accordance with the Trust Values, Aims, Objectives and Policies.
- 4.2 To act as an ambassador for the Trust with external agencies and partner organisations,
- 4.3 To be efficient and responsible, and to maintain a high level of personal organisation; keeping accurate and appropriate records and providing information for monitoring and evaluation as required.
- 4.4 To prioritise your own personal wellbeing, and to seek support if issues arise with regard to work-life balance.
- 4.5 To work flexibly, being prepared to perform other duties commensurate with the role which may include new areas of operation following consultation.

TRUST POLICIES

Confidentiality & Data Protection

All employees must abide by the principles outlined in the Data Protection Act 1998 and the Freedom of Information Act 2000, as per the Trust's Information Security Policy.

In the course of your employment you may become aware of information, including medical information, relating to patients, visitors or members of staff. Such information is confidential, and must not be passed on to anyone other than those authorised to receive it in the course of their duties. Staff are reminded that a breach of their duty of confidentiality could lead to disciplinary action up to and including dismissal.

All information and data, made or received by you and kept in whatever form, concerning the business of the Trust shall be the property of the Trust. When required, or on the termination of your employment you shall give all such information and data to your manager. You shall also return all Trust equipment issued to you during the course of your employment.

You must not remove any documents, computer disks/tapes or other electronic storage device containing any confidential information from any of the organisations premises at any time without proper advanced authorisation. Where authorisation is granted and the documents are in electronic format, you must transport them in an encrypted format to current NHS standards. For paper copies, these must be transported in a secure, robust envelope/container.

All records, both paper and electronic, must not be left unattended or in an unsecure location at any time. All such documents, computer disks/tapes or other electronic storage devices and copies are the property of the employer, as is any other material whatsoever in your possession relating to the organisation or its personnel, suppliers, clients or affairs.

Data Protection – Your Data

As part of your employment with East London NHS Foundation Trust we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources Department.

Health & Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts and omissions at work. This includes co-operating with management in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly any defects, risks or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

Equal Opportunities

The post holder must comply with and promote the organisation's Equal Opportunities Policy and avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of gender, sexuality, age, race, ethnic or national origin, religion, disability or social class.

You are at all times required to carry out your responsibilities with due regard to the Trust's Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

Conflict of Interests

You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.

Risk Management

Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.

Personal and Professional Development/Investors in People

The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.

Infection Control

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA.

In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.

Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy.

Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

Safeguarding Children and Adults

All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.

Smoking/Alcohol

The Trust provides a smoke-free work environment and has a No Smoking Policy in all its premises. Staff must not be on duty under the influence of alcohol.

Service User and Carer Involvement

ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.

This Job Description is not meant as an exhaustive description of all aspects of your role as duties will vary according to the needs of the service. All such variations will be by reasonable request and agreement with your line manager and will be commensurate with the status and banding of the post.

EAST LONDON NHS FOUNDATION TRUST

Person Specification for Band 7 Advanced Lived Experience KUF Development Lead

	Essential	Desirable	How tested*
Education, Training and Qualifications	<p>Postgraduate degree or able to demonstrate equivalent skills in research, writing or analysis</p> <p>Evidence of continuing professional development</p>	<p>Mentorship or Supervision Training</p> <p>KUF Coordination experience</p> <p>PETALS Adult Learning Qualification or equivalent</p>	A
Previous Experience (paid or unpaid relevant to the job)	<p>Lived experience of recovery from distress understood as ‘personality disorder’ or complex emotional needs</p> <p>Experience of accessing, or strong working knowledge of, mental health services</p> <p>Experience of utilising one’s lived experience perspectives and insights in a strategic leadership role</p> <p>Involvement in service redesign and development.</p> <p>Experience of developing bespoke training related to complex emotional needs for staff in healthcare</p> <p>Experience of delivering consultation for staff within a healthcare setting</p> <p>Experience of delivering mentoring and/or supervision/appraisal</p> <p>Experience of training or facilitating group work</p> <p>Experience of relationship building and partnership working</p> <p>Experience of public speaking</p> <p>Liaising and working with colleagues from other disciplines.</p>	<p>Significant experience of delivering KUF Training within a healthcare setting</p> <p>Experience of working as a peer trainer within a Recovery College</p> <p>Teaching Experience within another educational setting</p> <p>Experience of policy development</p> <p>Experience of working with vulnerable people, including those who experience complex emotional needs</p>	A/I
Knowledge, Skills and Abilities	<p>Ability to demonstrate first person experiential knowledge of challenges associated with ‘personality disorder’ or complex emotional needs at an expert level</p>	<p>Awareness of community resources and service user groups related to</p>	A/I

	<p>Ability to demonstrate knowledge of the concept of personal recovery as it may apply to others</p> <p>Working knowledge of organisational dynamics theory as this applies to staff groups- including the ability to tolerate and contain the anxiety of colleagues</p> <p>Ability to deliver group-based interventions</p> <p>Ability to understand and respond to emotional content of sessions</p> <p>Working with people who may experience complex emotional needs</p> <p>Awareness of the service user/ survivor movement and the history of Intentional Peer Support</p> <p>Understanding of the issues and concerns of mental health service users</p> <p>Knowledge and commitment to service users' rights, involvement and service-user led initiatives</p> <p>Understanding and practical knowledge of a variety of recovery approaches</p> <p>Knowledge of Trauma Informed Practice</p> <p>Demonstrable skills in effective leadership</p> <p>Ability and willingness to participate in quality improvement projects and activities</p> <p>Ability to manage own workload, prioritise and engage in creative problem solving</p> <p>Understanding of the importance of equality and diversity</p> <p>Excellent communication skills (verbal and written)</p> <p>Excellent interpersonal skills</p> <p>Excellent presentation skills</p> <p>Ability to treat service users with respect and dignity at all times, adopting a culturally sensitive approach, which considers the needs of the whole person</p>	<p>'personality disorder' or complex emotional needs</p> <p>Knowledge of the Dialectical Behaviour Therapy, Mentalisation-Based Treatment, or Structured Clinical Management</p> <p>Knowledge of current legislation which underpins Health and Social Care and a working knowledge of the Equalities Act 2010 and Human Rights Act</p>	
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

	<p>Ability to provide leadership and supervision to the team of KUF trainers</p> <p>Ability to deal with pressure, prioritisation and delegation and meeting deadlines</p> <p>Ability to work in accordance with Trust Policies and Procedures</p> <p>Good IT skills</p> <p>Thorough knowledge of social inclusion and the principles of recovery</p> <p>Knowledge of NICE guidelines for management and treatment of ‘personality disorder’</p> <p>Ability to work collaboratively as a team member and flexibly across services</p> <p>Ability to deal with highly stressful situations arising with service users, carers and staff</p> <p>Ability to empathise in a complex, sensitive or emotional environment.</p> <p>Sensitivity to and ability to deal with hostility and antagonism in a constructive manner</p> <p>Ability to recognise own limits and seek appropriate support and supervision</p> <p>Ability to organise own workload effectively, prioritising a complex range of tasks and responsibilities to meet agreed deadlines.</p> <p>Good IT skills and sound understanding of Word, PowerPoint, and Excel</p>		
<p>Attitudes, Aptitudes and Personal Characteristics</p>	<p>Ability to reflect sensitively on your personal experience of recovery to support others</p> <p>Ability to identify and take steps to support own wellbeing through a personal Wellness Recovery Plan or equivalent</p> <p>Commitment to developing others to enable them to reach their potential.</p>		<p>A/I</p>

	<p>Adopts and promotes a respectful, culturally sensitive and non-judgmental stance toward self, colleagues, staff, service users, families and carers</p> <p>Expresses and articulates ideas in a manner that is appropriate, accurate and easily understood</p> <p>Seeks to ensure the provision of a high quality service to service users, families and carers</p> <p>Co-produces service developments with service users, families and their carers</p> <p>Demonstrates enthusiasm for the recovery agenda, lived experience training and leadership, and peer working</p> <p>Is able to articulate the value added by peer & lived experience working within the context of multi-disciplinary physical and mental health services</p> <p>Self-motivated, and able to work independently.</p> <p>Team player</p> <p>Emotionally resilient and able to sensitively and effectively cope with stressful situations including staff and /or organisational problems, child abuse, family breakdown, serious mental ill health, verbal abuse and hostility/aggression.</p> <p>Able to tolerate and regulate own anxiety and frustration when working autonomously.</p> <p>Able to support others to tolerate and manage their anxiety and frustration.</p> <p>Capable of reflective practice, and able to enable other teams/individuals to engage in reflective practice.</p>		
<p>Other Requirements Relevant to Post</p>	<p>Full understanding of, and commitment to, Equal Opportunities</p> <p>Willingness and ability to travel between sites across East London.</p>		<p>A/Other</p>

* A = Application Form; I = Interview; P = Presentation