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**TOUCHSTONE**

**JOB DESCRIPTION**

**LIVE WELL LEEDS – SERVICE USER CONSULTANT**

**Grade**: NJC Scale Points 7 – 11, starting at £24,294 pa / pro rata

**Hours:** 15 hours per week

**Responsible to:** Team Leader, Live Well Leeds service

**Location:** Touchstone Support Centre, 53-55 Harehills Avenue, Leeds LS8 4EX**.**

**This role is fixed term up to 31 March 2025, with the possibility of extension.**

**A BIT ABOUT US**

Live Well Leeds is a community-based mental health support service across the whole of Leeds. We have 14 partner organisations to deliver support to adults with mild to moderate mental health support needs.

We are looking for a Service User Consultant to join our team and help shape the future of the service.

**WHY HAVE WE CREATED THIS ROLE?**

* To make sure that people who need or access Live Well Leeds play a key part in shaping how the service is designed, developed and delivered.
* To develop and test new ways of working which bring people who access the service and people who work for the service together as equal partners in decision making.
* Because we believe that the best way to make our service work well for everyone in Leeds is to listen to the expertise of people who have everyday lived experience of needing or accessing mental health support.

**WITHIN ONE MONTH, YOU’LL…**

* Be introduced to key members of Live Well Leeds service and gain a good understanding of how things work behind the scenes.
* Learn more about the principles of co-design and coproduction and start to develop some of the skills and tools we use to involve different people in service design, delivery and decision making.
* Make connections and build relationships with individuals and groups within the delivery partner network and community.

**WITHIN THREE MONTHS, YOU’LL…**

* Positively engage with people who have used, volunteer and who work for Live Well Leeds to ensure that service users, volunteers and service staff act as equal partners in decision making.
* Set up and establish a regular Service User Engagement Group with service user representation from the wider Live Well Leeds partnership.
* Support the Live Well Leeds team and Delivery Network Partnership to facilitate coproduction projects, including jointly planning, delivering and administrating meetings, workshops and events.
* Play an active role in coproduction projects, including designing and carrying out research activities to understand more about Live Well Leeds from the perspectives of people who use it and people who work for it. This could involve planning and conducting interviews and designing and delivering engagement events.
* Develop creative ways of engaging with different people and communities and gathering their feedback on the service. You might have unique skills to bring to this, from arts and crafts to performance and creative writing
* Continue to develop relationships within the community in order to connect people up with the service’s coproduction projects.

**WITHIN SIX MONTHS, YOU’LL…**

* Work individually and as part of a team to make sense of the data, insight, information and feedback you’ve helped gather through coproduction projects.
* Support the Live Well Leeds team to organise and run sessions and events to come up with new ideas to change and improve the way the service works.
* Work with the Live Well Leeds team, wider delivery partners and members of the community to test and improve new ideas.

**THROUGHOUT THE ROLE, YOU’LL…**

* Work with other people in a way that is empowering, respectful and culturally sensitive and always maintaining professional boundaries.
* Promote service user involvement and coproduction across Live Well Leeds, including co-delivering training.
* Be provided with training relevant to your role, as appropriate, which you will be required to attend.
* Be open to feedback and reflect on the work you do with the purpose of self and service and continuous improvement

**GENERAL**

# To actively promote and provide information about the project to other Touchstone services and people/agencies with an interest in the organisation's work.

* To be inducted, supervised, performance managed and appraised in line with the organisation’s performance management policies and procedures.
* To be responsible for personal learning and development where appropriate and undertake learning and developments activities, both mandatory and optional, to increase knowledge, skills and awareness
* To ensure information is dealt with in accordance with Touchstone’s policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
* To implement Touchstone’s policies, procedures and practices and, to comply with the aims of Touchstone at all times; to be committed to and implement Touchstone’s Equal Opportunities Policy and to promote this.
* To be aware of and employ the general practices of Touchstone Safeguarding and Health and Safety policies and ensure these are adhered to at all times.
* To operate within the values, aims, policies and practices of Touchstone at all times and to be committed to and promote the organisation’s equal opportunities and anti-discriminatory policies.
* To keep the line manager informed of serious incidents, safeguarding issues, health & safety concerns, financial issues, service user and staff welfare issues.
* To ensure full, up to date, accurate and confidential records are maintained including monitoring and evaluation systems.
* To ensure that Data Protection, Health & Safety, Complaints Handling and Corporate Governance requirements are met.
* To undertake any other duties as directed by management in accordance with the responsibilities of this post.

March 2024