



Job Description

Post: Coordinator

Reporting to: Project Manager (Regional Service Users Network - RSUN)

Location: Belfast (Northern Ireland)

Hours: 35 hours per week

Duration: Permanent subject to funding (Public Health Agency) OR secondment opportunity (at least 12 months).

Salary: Commencing NJC £25,481 Scale 6 point 19.

Benefits: Flexible/Hybrid working. Homeless Connect offers 25 days annual leave in addition to recognising 12 public/bank holidays. Training/CPD opportunities available. 5% contributory pension scheme and access to Westfield Health Care.

Job Summary: Under the direction of the Project Manager the post holder will enhance the involvement of adult service users with lived/living experience of problematic substance use, in policy development and strategic planning of drug and alcohol services in Belfast, South Eastern & Southern Trusts areas. Working with a wide range of people from different backgrounds, the Co-ordinator will help to create change and make a difference, giving people a say in how services are planned, delivered, and developed.

The main functions and duties of RSUN are assisting the Project Manager to:

- Promote the involvement of service users of substances in the design and delivery of treatment and support services
- Empower and facilitate individuals to represent the views of service users
- Promoting the delivery of advice and information to service users about the design, commissioning and delivery of substance use support and treatment services.

Key tasks and responsibilities:

- Support the Project Manager and team to develop the service user network across NI.
- Raise awareness of RSUN and service user groups through collaborative partnerships and networking.
- Champion service user involvement with colleagues and third-party agencies, work collaboratively to develop service user involvement.
- Develop service user led learning to help develop skills, build resilience, and strengthen communication. Identify training needs and organise appropriate training.
- Monitor and assess involvement of service users involved in regional network activities.
- Address the barriers to involvement through by being open and flexible for understanding and adapting to the needs and views of service users.
- Provide support, information and advice to existing service user groups, and assist in the generation of new ones, particularly in areas where none exist.
- Meet regularly with service user groups and the regional network for team building, fostering strong relationships, sharing information and action planning. Chair meetings and take minutes when required.
- Facilitate service user response to relevant consultations, research, and involvement opportunities. Support service user representatives to sit on relevant regional groups and provide support to representatives to meet the tasks required of them.
- Contribute to the support and development of peer mentors.

General

- Carryout duties in line with the organisation's policy on equality and diversity.
- Contribute to a positive, supportive, and effective team working environment.
- Take responsibility for own continuous professional development through training opportunities.
- Actively participate in supervision, appraisals, work planning and training as required.
- Undertake any other relevant duties as identified by the CEO and project manager.

The duties of the post will be subject to review in accordance with the needs of the organisation.

Person specification

Essential criteria:

1. At least 1 years' recent experience of working with and supporting the service users / people with lived experience in a relevant setting e.g., addition/treatment services, homelessness service, hostel, outreach or drop-in service.
2. At least 1 years' experience of co-ordinating groups/meetings and organising events.
3. Experience of working on own initiative within the context of agreed objectives.
4. Strong communication skills, organisational skills and written skills.
5. Experience of developing and maintaining rapport with service users and maintaining professional boundaries.
6. Demonstrated experience of resolving conflict in a professional and respectful manner.
7. Experience of collaborative working with a range of people, both internally within the team and across the organisation and with senior staff in statutory services and VCSE sector.
8. Understanding of the importance and value of service user involvement.
9. Flexibility for occasional out of hours work.
10. Ability and willingness to travel throughout Northern Ireland and beyond when necessary.

Desirable criteria:

1. Knowledge of funding streams and funding application processes in Northern Ireland
2. Full UK driving license and access to a car.