



Job Description

Post: Lived Experience Co-ordinator

Reporting to: Policy & Public Affairs Manager (under review)

Location: Mallusk (hybrid working)

Hours: 21 hours per week

Duration: 12 months (continuation subject to funding) Secondments welcome

Salary: Commencing NJC £25,481 Scale 6 point 19 (pro rata)

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

Job Summary: Working with the Homeless Connect team to co-ordinate a new network of people with lived experience of homelessness in Northern Ireland. The Co-ordinator will support the involvement of people with lived experience of homelessness in the development of policy and strategy, with a focus on the homelessness strategy. 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 developed, planned and delivered.

Key tasks and responsibilities:

1. Facilitate the development and delivery of a network of people with lived experience of homelessness from across Northern Ireland.
2. Build positive and collaborative relationships with people who have lived experience of homelessness.
3. Build positive and collaborative relationships with statutory and Voluntary, Community and Social Enterprise (VCSE) service providers.
4. Co-ordinate meetings of the Homelessness Lived Experience Group, including, regular meetings with the Northern Ireland Housing Executive.
5. Communicate views and issues raised by the Homelessness Lived Experience Group through presentations and representation at meetings as required.
6. Facilitate the group's response to relevant consultations, research, and involvement opportunities.

- 7. Maintain and coordinate key administrative processes including report writing, minute taking and record keeping.**
- 8. Identify training and development needs of the group and organise appropriate training/events.**

General

- 9. Carry out duties in line with the organisation's policy on equality and diversity.**
- 10. Contribute to a positive, supportive, and effective team working environment.**
- 11. Actively participate in supervision, appraisals, work planning and training as required.**
- 12. Undertake any other relevant duties as identified by the Line Manager/CEO.**

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 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. Experience of developing and maintaining rapport with service users and maintaining professional boundaries.**
- 5. Demonstrated experience of resolving conflict in a professional and respectful manner.**
- 6. 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.**
- 7. Understanding of the importance and value of service user involvement.**
- 8. Experience of MS Office packages (Word, Excel, PowerPoint, and Outlook).**
- 9. Flexibility for occasional out of hours work.**
- 10. Ability and willingness to travel throughout Northern Ireland and beyond when necessary.**

Desirable criteria:

- 1. 2 or more years' recent experience of working with and supporting service users/people with lived experience in a relevant setting e.g., addition/treatment services, homelessness service, hostel, outreach or drop-in service.**
- 2. Understanding of housing and homelessness issues.**
- 3. Full UK driving licence and access to a car.¹**

¹Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence