



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