

Directorate:	Strategic and Corporate Services
Unit/Section:	Children's Commissioning/Designated Key Worker Programme
Grade:	KR8
Responsible to:	Designated Key Worker Project Officer

Purpose of the Job:

Provide 'Expert by Experience' professional support to the following programmes of work:

1. Designated Key Worker Programme,
2. The Neuro Developmental Assessment Pathway and
3. The Children and Young People's Crisis and Complex Care Programme.

Using own experience and that of other families in consideration of key aspects of these programmes, ensuring the programmes are taking a family centric approach in their development, delivery and that information regarding each programme is co-produced and accessible.

Undertaking project activities that contribute towards the smooth running of these programmes, in support of compliance and consistency with NHS England's guidelines, legislative requirements and KCC Policy.

Contribute to and co-ordinate the collation of information relating to performance indicators and other management information required within the programmes.

Main duties and responsibilities:

1. Provide 'Expert by Experience' support from a family/carer perspective to key areas of the three programmes as listed above. (Definition of 'Expert by Experience' included below)
2. Attend a range of strategic meetings in relation to the three programmes and advocate for the needs of children, young people and their families.
3. Be key liaison person with Designated Key Worker Programmes Co-production Partner.
4. Plan, organise and coordinate internal and external meetings, preparing agendas and recording actions, and undertaking research where required, ensuring that the voice of families is represented within all three programmes.

5. Support and / or lead on the delivery of presentations and help facilitate interactive workshops to a variety of audiences, using a variety of tools and techniques.
6. Research, coordinate, collect and analyse data both quantitative and qualitative. Creatively turn raw information into a clear and interactive presentation, ensuring the branding and style is clear throughout.
7. Horizon scan for innovative initiatives, projects and activities contributing to each programmes' capacity, capability, and culture to continually improve and redesign the way it delivers services at pace.

What are Experts by Experience?

1. Experts by Experience are people who have personal experience of using services. They can also be a carer or family member for someone who uses (or has used) mental health services or social care services.

Kent County Council
 Person Specification: Lived Experience Expert - Families

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • NVQ Level 3 (or equivalent) in Business or Management.
EXPERIENCE	<ul style="list-style-type: none"> • Expert by Experience • Experience of working in a policy or project role • Experience of reporting mechanisms.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent administration skills, including typing, minute taking and a confident telephone manner. • Computer literate, particularly Microsoft Word, Excel, Project, Visio, SharePoint, Teams and PowerPoint. • Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members, MPs, MEPs and external contracts. • Able to balance constantly changing priorities. • Proactive approach and able to work in an agile way. • Able to work on own initiative. • Able to work to deadlines. • Ability to think creatively and innovatively. • Works well under pressure. • Confidential, able to work as part of a team. • Professional approach. • Able to provide effective one to one training to help introduce and support procedures for processing information. • Able to travel across a wide geographical area in a timely and flexible manner at various times of the day.
KNOWLEDGE	<ul style="list-style-type: none"> • Basic understanding of local government and expectations of the public and people who require support for services. • Understanding of inter-agency and partnership working.
KENT VALUES	<ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding, and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make