

Role Profile:

Lived Experience Facilitator - Service User Network (SUN)

Overview

The SUN is an open access model of community-based facilitated group peer support for people experiencing complex emotional needs associated with complex trauma and/or a diagnosis of 'personality disorder'. The SUN aims to help people develop effective ways of coping, reduce emergencies and improve access to appropriate services.

Those accessing the SUN may or may not have a formal diagnosis of personality disorder. Group members will have experienced longstanding emotional difficulties, isolation and may demonstrate patterns of behaviour that may not be helpful in the longer term.

Fundamental to creating empowerment and engagement in the SUN Project is the therapeutic community principle, that the effectiveness of the service depends upon engaging group members in the task of running, delivery, development and evaluation of the service. The utilisation of SUN members' own resources and expertise is integral to the SUN model of peer support.

SUN Facilitators will have their own lived experience of complex emotional needs associated with a diagnosis of 'personality disorder' and will be able to demonstrate their recovery journey. They will work closely with mental health practitioners from ELFT to deliver regular Service User Network (SUN) groups in different community based locations in Bedford, Central Bedfordshire or Luton. Full training in the SUN model, and weekly supervision by a Psychotherapist / Psychologist, will be provided for all team members.

The post holder will be based at Mind BLMK premises in Luton, and will be required to travel to sites across Bedford, Central Bedfordshire and Luton when necessary for the delivery of SUN groups.

Post no:	668.
Job title:	Lived Experience Facilitator - Service User Network (SUN)
Working base:	Mind BLMK - Luton Wellbeing Centre
Area covered:	Bedfordshire and Luton SUN offers a combination of online and face to face groups.
Reports to:	Lived Experience Operational Service Manager
Job purpose:	The lived experience SUN facilitator will work closely with mental health practitioners from ELFT to deliver regular Service User Network (SUN) groups in different community-based locations in Bedford, Central Bedfordshire or Luton.

	Sun Facilitators will have their own lived experience of complex emotional needs associated with a diagnosis of ‘personality disorder’ and will be able to demonstrate their recovery journey. Facilitators will work to develop and support the therapeutic community principle of the SUN model and the effectiveness of the service through engaging group members in the task of running, delivery, development, and evaluation of the service. The utilisation of SUN members’ own resources and expertise is integral to the model of peer support upon which the SUN groups are based. SUN facilitators will have regular supervision and support in this role along with appropriate training.
Contract type:	Permanent
Salary:	Actual Salary £14,700.80 per annum (£25,901.41 FTE)
Contracted hours:	21 hours per week
Working days:	Monday – Friday
Working hours:	Tuesdays 9.30am – 5.00pm (7 hours) Remaining 14 hours to be negotiated depending on service need (within the hours Monday – Friday, 9.30am – 5.00pm)
Flexibility required:	To cover locations across Bedfordshire and Luton.
Checks needed:	Enhanced DBS and 2 satisfactory references

Job Description

Service Delivery

- Work alongside ELFT Clinical SUN Facilitators and deliver regular SUN groups online and in the community.
- Work in collaboration with ELFT Clinical SUN Facilitators, other Lived Experience Facilitators, Service Manager and the SUN members to:
 - promote peer support and reduce isolation;
 - improve coping skills of its members;
 - reduce the number of crises that require urgent and unplanned responses from services;
 - facilitate access to other services and sources of support
- To use own knowledge of lived experience of Personality Disorder / personality difficulties, to support the development and knowledge of people using the service.
- To follow the protocols and guidelines for effective working.
- To take full responsibility for understanding and applying professional boundaries.
- Ensure that any potential risk is being constantly assessed within a culture of positive risk taking.
- Contribute information regarding the safety and wellbeing of the people who access the service.
- Assist people in understanding their rights and choices within the service.
- Encourage and motivate people to take an active role in their own recovery.
- Positively promote and support independence for people in the community.

- Actively contribute towards the evaluation of the service.
- Maintain up to date documentation and take on all necessary administrative duties.
- To report any areas of concern to the senior team, in line with service policies, procedures and guidelines.
- To actively engage in clinical and managerial supervisions and team reflective practice. To undertake all the required training in line with the development of the post and as agreed with the manager.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to Personality Disorder, peer support and mental health.
- To attend clinical, business and service development meetings as required.
- To undertake any relevant duties as requested.

PR

- Represent Mind BLMK and ensure an external presence to promote Mind BLMK's services to increase awareness and beneficiaries.
- Identify and build effective working relationships with relevant external contacts, partners and local services.
- Oversee and ensure effective financial processes are implemented as required for the function and in line with Mind BLMK's financial policies, procedures and guidance (costings, quotations, records, invoicing, agreements, budget management, authorising expenses).

General

- Work within the ethos, vision and values of the organisation and in line with the organisation's policies and procedures.
- Establish and maintain effective working relationships with the Mind BLMK team and relevant key post holders.
- Attend and contribute to meetings relevant to the role (Business Development, own supervision, appraisal, staff, peer group, SIG, AGM, and external as required).
- Commit to attending mandatory training, even outside of working hours (TOIL provided where necessary) and complete training and qualifications identified for the role in line with organisational need, Staff Development and Training policies and procedures.

Person Specification	Essential/ Desirable
Experience	
Personal lived experience of Personality Disorder or personality difficulties.	E
Minimum of 6 months experience supporting people in an health and social care setting, preferably in mental health.	E
Knowledge of Personality Disorder, mental health issues and recovery approach	E
Willingness to professionally share your own life experiences and personal experiences of mental ill health as part of the coaching role	E
Practical experience in facilitating / co-facilitating groups	E
Experience of support worker/training/teaching or coaching others.	D
Skills, abilities and knowledge	
Good understanding of mental health services	D
Ability to guide others in taking charge of their own recovery	E
Ability to understand and create healthy boundaries.	E
Excellent communication and interpersonal skills and ability to form peer relationships with people accessing services	E
Ability to be non-judgmental, demonstrate empathy, compassion and patience.	E
Ability to remain calm and respond in a professional manner to distress, disturbance and unpredictability.	E
Ability to engage effectively in supervision and to be able to raise concerns or personal difficulties which may affect the work being undertaken	E
Good IT skills (MS Outlook, Word, Excel, internet, databases, online social communication platforms such as Teams and Zoom)	E
Good literacy and numeracy skills	E
Understanding of the wellbeing needs of people with mental health needs, including those from culturally diverse communities.	E
Ability to work co-operatively as part of a multidisciplinary team (statutory and voluntary) from different locations and to travel to and from a number of different locations.	E
Qualifications and training	
Commitment to undertake training on THE SUN protocols and methods and obtain knowledge regarding mental health with specific focus on complex emotional needs associated with a diagnosis of 'personality disorder' and the recovery approach	E
Completed accredited peer support or coaching training	D
Any relevant training / qualifications in the field of mental health	D

Entitlements/benefits:

Annual Leave	25 days
Bank Holidays	All (pro rata) as per April to March for each year – usually 8
NEST pension scheme	Auto-enrolment (employer contributes 3%, employee contributes 5%)
Health Plan	Optional
Employee Discount Schemes	Discounts available through Blue Light Card & Tickets for Good
Learning and Development	In-house and external as appropriate for the role.
Flexible Working	On request (in line with Mind BLMK policy on Right to Request Flexible Working)
Disability Confident Employer signatory	Mind BLMK has been annually assessed and approved as a Disability Confident Employer (previously “Two Ticks”) since 2008.
Mindful Employer	Mind BLMK has been committed to the Mindful Employer charter since 2008 (www.mindfulemployer.net)