

# Expert by Experience: **job description and person specification**

## Job description

**JOB TITLE:** Expert by Experience

**GRADE:** 4

**HOURS:** 2 sessions/ 8 hours.

**DURATION:** 2 years Fixed Term

**LOCATION:** Tavistock Centre, North West  
London

**RESPONSIBLE TO:** Clinical Team Manager

**ACCOUNTABLE TO:** Service manager

## Job Summary

You will be based in the trauma service. Your key responsibilities will be to provide peer support to patients accessing the service. This will involve providing welcome calls to people new to the service, leading a drop-in peer support space alongside another Expert by Experience, and providing brief one-to-one support around specific problem areas.

We are looking to recruit people who have accessed the Trauma Service at the Tavistock Centre as patients to work in the service as Peer Supporters/Experts by Experience. Whilst we will consider applications that otherwise meet the relevant criteria, we will prioritise applications from people who have accessed the service in line with our developing model of peer support.

There will also be opportunities for participating in our psychoeducational groups, to receive training and supervision from clinicians in the service.

## Overview and main duties of the post

The Trauma service at the Tavistock & Portman NHS Trust is offering an exciting opportunity to employ a motivated and creative individual, who may be looking for a chance to enhance his/her skills and have an interest in supporting others in their recovery. This Expert by Experience post involves utilising lived experience to support people accessing the service. The EbE will listen to service users' experience and understand their journey through the

service and on to the community.

The position of Expert by Experience will use recovery principles and socially inclusive practice. You will have the opportunity to support service users in their personal recovery journeys through the trauma service. There will also be opportunities to provide consultation to clinicians from a lived experience perspective, and opportunities to work towards co-producing and co-delivering aspects of the service, such as psychoeducational groups. You will work closely with clinicians in the service, fellow Experts by Experience and our service panel of current patients who advise on aspects of service delivery. You are invited to share information, to promote choice, self-determination, opportunities, and hope. You will raise awareness about local resources and opportunities that may assist people in maintaining their recovery. You will be able to offer encouragement and support to our patients at different stages of their journey in the service. We hope that peer support will complement the therapeutic work we do in the service from a trauma-informed perspective, inspire hope and model a positive life following previous adversity and trauma.

The trauma service is a specialist NHS psychotherapy service that works with adults who have experienced complex trauma, often early on in childhood. All clinical work is held within a psychoanalytic frame, but the service makes use of different trauma modalities as part of a trauma-informed approach. Trauma consultations may lead to individual intermittent or weekly work, or a variety of group options including psychoeducation groups, trauma art therapy, trauma yoga groups and a women's group for non-recent childhood sexual abuse. For more information about our service please visit our webpage [Trauma service \(tavistockandportman.nhs.uk\)](https://tavistockandportman.nhs.uk/Trauma%20service)

#### **SERVICE LINE DESCRIPTION:**

##### **The Complex Mental Health Service**

The Complex Mental Health Service line is home to all our services working with complexity. It serves a wide range of presenting difficulties across the life span including our specialist education provision, family services, trauma services, and services that work with complexity in the community such as our Adult and Children's Forensic and Family Drug and Alcohol court teams. The service line is fully multidisciplinary, with teams staffed with Psychiatry, Psychology, Social Work, Psychotherapy, Nursing and Family Therapy.

## **Main duties of the post**

- To complete a Health Education England (HEE) accredited Peer Support Worker Training Course as part of induction.
- To act as a role model and mentor for living well, using one's own experience to inspire hope in others and demonstrate life skills and sharing own experiences where appropriate.
- To support the work of the Trauma service from a lived experience and trauma-informed perspective.
- To work closely with members of the multidisciplinary team and support the individualised packages of care people accessing the service receive.
- To provide specific Expert by Experience (EbE) interventions, in line with the principles of peer support, including welcoming people to the service, facilitating drop-in groups, providing individual support around specific problem areas, and maintaining up to date clinical records of EbE work.
- To be responsible for developing the peer support programme within the service.
- To work in conjunction with our service panel to ensure a strong service user voice is present in the service.

- To co-deliver interventions with clinicians, specifically psychoeducational trauma groups
- To bring a service user and lived experience perspective to service development and research including opportunities to work towards co-producing and co-designing aspects of the service.
- To work closely with supervisors, other Experts by Experience and our Trauma Service Panel.
- To support service users safely in line with the policies and procedure to ensure any concerns regarding an individual's wellbeing, including issues of safeguarding are raised with senior members of the team.
- To promote the role of Expert by Experience in the Trust and externally through co-delivery of presentations workshops, and in participation in Trust-wide peer related projects and audits as agreed with line manager.
- To participate in Trust Mandatory training and development opportunities as considered appropriate to the Expert by Experience Worker's role and identified in their Personal Development Plan, and ensure this training is up to date.
- To carry out other such duties as may occasionally be agreed with the service lead.

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Team Manager / Service Manager.

This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the postholder.

## Working environment

- May be exposed to some verbal or physical aggression dependent on nature of client population
- Some light physical effort required during course of working day\*\*/frequent sitting or standing in a restricted position for extended periods of time during clinical assessments/treatments

## Our commitment to equality, diversity and inclusion

The Tavistock and Portman NHS Foundation Trust is committed to equality, diversity and inclusion. We are particularly keen to attract candidates from underrepresented backgrounds to better meet the needs of the service users and students that we serve. The Trust aims to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marriage or civil partnership, pregnancy and maternity, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs,

HIV status, gender identity, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job. You are responsible for ensuring that the Trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

## Mission and values

The Tavistock and Portman is caring, compassionate and committed to co-creating the care and training we offer. We are passionate about the quality of our work and committed to openness, the use of evidence and the application of improvement science. We value all our staff, are concerned for their wellbeing, and seek to foster leadership, innovation and excellence in our workforce. We embrace diversity in our workforce and work to make our services and training as

accessible as possible. We have made a firm commitment to being an anti-racist, anti-homophobic and anti-transphobic organisation. We work with others, in the UK and internationally, who share our values and can enable us to achieve our mission.

## Clinical and research governance

The post-holder must adhere to the trust's clinical and research governance guidelines, which includes being responsible for keeping up-to-date and accurate clinical records. All research must be undertaken in line with the national Research Governance framework, and the post-holder should seek guidance from the Trust research directorate before embarking on any research project.

## Continuing professional development

The post-holder will be invited to an annual appraisal, which will include the formulation of a professional development plan and specific details of continuing professional development in relation to the tasks of the post and its development over time.

## Professional registration

If you are employed in an area of work which requires membership of a professional body in order to practice, it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.

You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.

Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.

Throughout your employment with the Foundation Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

## Mandatory training

The post-holder will be required to attend statutory and mandatory training events as set out in the Trust's staff training policy, which includes attendance at induction and ongoing training in fire safety, health and safety, infection control, risk management, safeguarding children and participation in appraisal.

## Policies and procedures

The post-holder will be required adhere to all Trust-wide policies and procedures, including: equal opportunities, risk management, health and safety, safeguarding, confidentiality and compliance with the Data Protection Act. The Trust is committed to promoting equality and diversity in employment and in the services it provides.

## Confidentiality

All information concerning patients/clients and staff must be treated as strictly confidential at all times.

## Code of conduct

As an employee of the Trust you are expected to comply with the code of conduct for employees at all times, and any breach of it whilst in practice will be investigated by the Trust.

## Risk management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

## Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the Trusts' safeguarding policies and procedures, act promptly on concern, communicate effectively and share information appropriately.

## Emergency planning

In accordance with the organisations responsibilities under the Civil Contingencies Act 2004, you may be required to undertake alternative duties as is reasonable directed at alternative locations in the event of and for the duration of a significant internal incident, major incident or pandemic.

## Job planning

The Trust is moving towards the requirement for every patient facing role to be supported by a job plan. Either A) an indicative job plan for this post is attached. B) This post is in scope for such a job plan in future and the post holder will be required to participate in that process in accordance with the Trust's job planning policy or C) at the time of writing this post is not in scope for the development of a job plan however we reserve the right to review this requirement going forward.

**This job description is subject to annual review in consultation with the post- holder.**

## General information

**Hours of duty:** 8 hours per week

**Annual leave:** 27 days per year pro rata – minimum (this increases depending on length of NHS service)

**Terms and conditions:** In accordance with the terms and conditions of the Tavistock and Portman NHS Foundation Trust

**We are an equal opportunities employer**

# Person specification: EbE Band 4

Team: Clinical Division

Grade: Band 4

Attribute/skills	ESSENTIAL	DESIRABLE	APPLICATION STAGE
<b>QUALIFICATIONS</b>	<p>Willingness to undertake training in Peer Support and Lived Experience work – With You training provided by Health Education England</p> <p>Relevant experience and/ or level 4 qualification in Health and Social care</p>		
<b>EXPERIENCE</b>	<p>Personal experience of mental health challenges, adverse experiences and/or past trauma</p> <p>Personal experience of accessing mental health services for therapeutic support</p> <p>Being willing to share aspects of recovery journey in a constructive way to support the development of others</p> <p>Previous experience of supporting people in distress or with specific areas of significant difficulty (professional or personal)</p>	<p>Experience of accessing trauma-specific services</p> <p>Personal experience of receiving psychoanalytic informed therapy</p> <p>Previous experience of Peer Support/Lived Experience work</p> <p>Previous experience of involvement in research, audits or service evaluation</p> <p>Experience of facilitating supportive group work</p>	

<p><b>SKILLS</b></p>	<p>Understand the value of expert by experience work</p> <p>Ability to form effective working relationships with people from a range of communities, backgrounds and professions</p> <p>Motivated to work with individuals and in groups of to provide appropriate peer support to service users as part of role</p> <p>Good communication skills</p> <p>Ability to work effectively in a team and a receptive attitude to supervision</p> <p>Personal resilience, ability to reflect on challenging interactions, and to maintain appropriate boundaries and professional relationships</p> <p>Effective IT skills sufficient for word, email, and electronic record keeping</p>	<p>Ability to remain calm and supportive when working with people in high levels of distress and in unpredictable circumstances</p>	
<p><b>KNOWLEDGE</b></p>	<p>An ability to recognise that individual experiences of trauma and adversity vary widely and an openness to difference and diversity</p> <p>An understanding of the impact complex trauma can have and an interest in developing further knowledge in this area</p> <p>Knowledge and understanding of equality, diversity and inclusion, and a commitment to anti-discriminatory practice</p>	<p>Knowledge of some of the complexities involved in lived experience work</p> <p>Knowledge of different approaches to research and data collection</p> <p>Knowledge of local services relevant to patient population including statutory and third-sector organisations, and ability to build links and networks</p>	

<p><b>PERSONAL ATTRIBUTES (demonstrable)</b></p>	<p>Ability to work on own initiative and maintain confidentiality</p> <p>Ability to work independently</p> <p>Ability to meet deadlines and to be flexible</p> <p>Evidence of an interest in and receptive attitude to a psychoanalytic approach and a variety of psychological models</p> <p>Ability to reflect on emotional impact of the work</p> <p>Proactive, positive and enthusiastic attitude</p> <p>Ability to prioritise and organise tasks</p> <p>Able to demonstrate a commitment to work in line with the Trust's values</p>		
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Date: 9<sup>th</sup> November 2023