

Lived Experience Affiliate

Role Outline

Closing date for applications

22nd July 2022

Role:	Lived Experience Affiliate
Rate of pay:	£250.00 per day paid pro rata (£31.25 p/h) – average of 1.5-2 days per month
Reports to:	Lived Experience corporate lead
Responsible to:	System transformation portfolio lead
Location:	Advancing Quality Alliance (Aqua), Sale. We cover the North West of England and across the UK. You will be required to travel to a variety of settings. Travel expenses paid.
Employment status:	Role falls under IR35 – casual worker

Role purpose

Definition of lived experience

The fact or state of having been affected by or gained knowledge through direct observation or participation, practical knowledge, skill, or practice derived from direct observation of or participation in events or in a particular activity.

Aqua believes that patients/service users/carers/users of healthcare can be the driving force to implement change within the health care sector. By listening to and actively engaging people with lived experience will help highlight areas of improvement in a co-produced way.

Aqua works with people with lived experience, which in turn provides added value in developing a quality improvement approach with our members.

We are looking for people whose first-hand experience has given them the ability to apply in practice the learning and knowledge gained through that experience.

Aqua's Values

Aqua (www.aqua.nhs.uk) is a quality improvement regional organization that has a member based model. Our members are from across the NHS in the North West and beyond. Members can access a range of resources and improvement programmes including our lived experience panel.

Aqua has developed the 4 values that underpin all that we do and what we expect of our workforce

and how we engage our members. The Lived Experience Panel are also bound by these values that drive our work.

Here is a short video about the panel and their work <https://vimeo.com/495756446>

Value	Principle
Excellence	We seek excellence in applying practice that is both values and evidenced based within a learning environment that aspires to high standards through our passion and expertise and shared commitment.
Respect	We show respect through valuing and recognising everyone’s input into the organisation and the relationships we build with our members and partners. We seek to ensure we reflect the world in which we live in and understand and value difference.
Integrity	Our integrity can be seen not just in our words but our actions which are open, honest, challenging and purposeful.
Collaborative	We are collaborative through actively promoting and demonstrating an open minded, engaging and inclusive approach. We seek and build partnerships to improve the value of our work.

Main tasks/overview of responsibilities

- To be an influential partner in driving, delivering and supporting person centred quality improvement
- Lived experience panel members will work alongside patients, carers and staff strategically influencing and shaping the quality agenda.
- To work with patients and professionals to ensure person centred care and co – production is delivered at all times.

Main responsibilities

- To champion the patient / carer voice in all quality improvement work to ensure a person centred approach
- To co-produce and deliver quality improvement work with Aqua staff and members
- To produce reports and deliver them to the appropriate people ,e.g. programme leads
- To deliver training to Aqua staff and members where appropriate, and to deliver workshops and presentations as appropriate
- To work with patients to empower them to have a say in the care they receive
- To gather patient stories and to identify themes, good and bad, which emerge
- To talk to staff, where appropriate to gather relevant information
- To raise awareness of any evidence (for example, patient surveys) which highlight issues that may inform the work of the programme.

- To consider whether the evidence raises issues or outcomes which are important to service users and their families.
- To mentor and support lived experience panels developed within the membership.

Communication

- To communicate effectively at all times with the programmes we are involved in within Aqua
- To engage with Aqua communication and marketing team to use blogs, social media and video technology as required.

Co-production and person centred approach

- To have an understanding of co-production approaches
- To be able to demonstrate the impact and value of the Lived Experience Panel
- To support a culture that is person centred
- To highlight areas where patient / service user preferences and choice may need to be acknowledged.

Development days and your commitment

- To attend two lived experience panel development ½ days per annum
- To attend virtual 1hr monthly update meetings.
- To work as part of the lived experience panel in supporting each other.
- To continue personal development within this setting
- To take opportunities to discuss any issues that have arisen with senior management
- To undertake quality improvement training as required
- To ensure lived experience panel members are up to date with all policies and procedures within the wider Aqua organisation
- To attend Aqua corporate meetings as requested

Member relationships

- To represent Aqua as lived experience affiliate.
- To uphold Aqua values at all meetings
- To provide feedback on any meetings with members attended without Aqua personnel present

Improvement activity

- To work with individual programmes who will commission you for their work
- To be open to engage in discussion to support the programme, be a critical friend and seek opportunities to be an active participant
- To seek opportunities for your own personal development in Quality Improvement within the Aqua framework

Equality and diversity

- To act as a Champion of equality in the provision of advice and support, ensuring compliance with relevant legislation.
- To promote equality and diversity as part of the culture of the organisation.
- To interpret the rights and responsibilities of people consistent with the letter and spirit of the law.

Health & safety

- Due to the regional nature of the role and your safety being a priority you will not be put in a position of being a lone worker. This is to ensure you are not isolated from other Aqua or member organisation staff. This role therefore does not require a DBS certificate.
- To monitor and maintain health, safety and security within your role and to seek support from the Lived Experience Corporate lead when appropriate. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of the corporate lead.
- To work in accordance with all Aqua and host Trust's policies and procedures.
- To attend any mandatory update training on policy and procedure.
- To identify through risk assessment any risks which exist within your workplace.
- To provide incident reports and supporting documentation for any unexpected event or incident.

Person Specification

Area	Essential	Desirable
Lived experience	Personal experience of using health and/ or social care services in the last five years in a patient or carer capacity	Experience of improvement activity with health and social care organisations
Knowledge	<p>A good understanding of how health and social care systems work</p> <p>To be aware of professional roles within the caring environment</p>	Actively involved in health and social care change at regional or national level
Skills	<p>Excellent communication skills, written and verbal, able to present complex and sensitive information in a clear and concise manner</p> <p>Ability to design and deliver facilitation for groups of all sizes to deliver agreed outcomes</p> <p>Ability to persuade, negotiate and motivate others</p> <p>Ability to work autonomously (not a lone worker) at times but be able to seek help when required</p> <p>To work within a small team within a larger organisation</p> <p>To communicate effectively with a range of service users, carers and professionals</p>	Have an understanding of and be actively involved in any improvement work
Experience	<p>Demonstrate working collaboratively with staff across all levels, professions and departments within organisations</p> <p>Demonstrate working collaboratively with service users, families and carers to improve services</p> <p>Delivering training and presentations using workshop, virtual and other media approaches</p>	Ability to facilitate workshops

Personal qualities	<p>Willing to accept uncertainty and adapt to change and encourage this in others</p> <p>Evidence of ability to act as a role model and advocate for best people practice</p> <p>Highly motivated, innovative and able to work with minimal supervision</p> <p>Demonstrates a person-centred and business-like approach at all times</p> <p>Strong interpersonal skills</p>	<p>Able to reflect on own and other's roles and behaviours and share this appropriately and effectively</p>
Miscellaneous requirements	<p>Able to travel within the region and nationally, including occasional overnight stays</p>	
	<p>To have public liability insurance</p>	

N.B. This is by no means an exhaustive description. The role content is liable to change over time.

Practicalities

Work base	<p>Occasional attendance at the Aqua office in Sale will be necessary. For many programmes you will either be out in the region at either member organisations or at events based venues or delivering virtually via MS Teams or Zoom.</p>
Information Technology	<p>Computer The post-holder will be required to use their own computer. Some of activity will be delivered virtually. Aqua will support you in using MS teams, Zoom and Miro.</p>
Travel	<p>Work travel costs will be paid. Travel is likely to include attendance at meetings with stakeholders across the North West and beyond. Travel that requires tickets or accommodation will be organised by the post-holder via the Aqua admin team, using the corporate travel agent if necessary.</p>

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Contract days and duration	<p>The contract is reviewed on a 12 monthly basis and on average approximately 1.5-2 days per month commitment at an hourly rate of £31.25 is paid. The role falls under IR35 for tax purposes and tax will be taken at source. You will be paid monthly and will receive a wage slip every month.</p> <p>Annual leave is not included in the contract. Sickness pay is not included in the contract.</p>
Intellectual Property, Confidentiality, Non-Disclosure & Non-Solicitation	<p>It is a contract requirement that the post-holder signs Aqua's confidentiality, intellectual property, non-disclosure and non-solicitation agreements.</p>
Contract Termination	<p>Aqua may terminate the contract at any time in the event of gross incompetence, neglect or other substantive failure on the part of the post-holder. Aqua may terminate the contract, without reason, subject to one week's written notice to the post-holder.</p> <p>The post-holder may terminate the contract, without reason, subject to one week's written notice to paul.greenwood@aquanhs.uk</p>