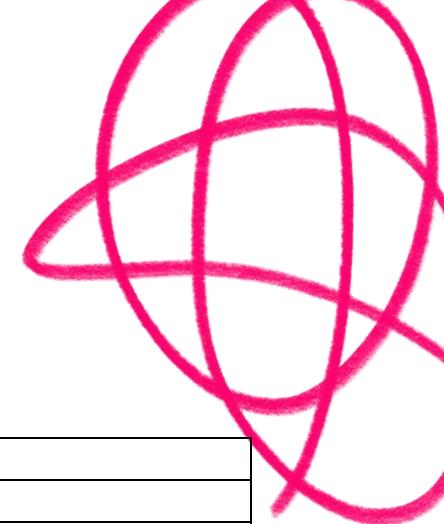




Pathfinder Service - Lived Experience Lead – Job Description, Person Specification & Competencies

Name of Employee	
Date of Issue	December 2025
Department/Location	Pathfinder Service
Reporting Line	TBC
Grade / Hrs / Duration	Grade 3 – 26.25 work hours – Permanent contract
DBS – Level Required	Enhanced
Location/s	Employee will have a main base/location but will be required to work in Adur, Arun, Chichester and Worthing.
Job Summary	
West Sussex Mind (WSx Mind) is part of Pathfinder West Sussex which is a partnership of organisations working together to enable people with mental health support needs and their carers to improve their mental health and wellbeing, BHT Sussex is the lead provider within Pathfinder West Sussex. Within the Pathfinder partnership WSx Mind is funded to provide services in the Chichester, Arun, Worthing and Adur Neighbourhoods. The Lived Experience Lead line manages a number of Community Peer Support Workers who organise face to face and video conference social, leisure, sports and creative activities and opportunities in neighbourhoods for service users to access, which are used as a stepping stone into the community. Through these activities and one to one's the team facilitate the giving of peer support to service users. This role will work closely with all four mental health support teams, across Chichester, Arun, Worthing and Adur, to identify and plan what is needed and possible. Service users will play a strong role in identifying what activities are provided and when, although at times it may be that new opportunities are trialled. The team is comprised of lived experience leads, community peer support workers but also involves a significant number of peer and community volunteers to deliver activities. The team also advertises activities on website, through social media including Facebook, service user emails and in service venues/noticeboards etc and oversees booking for activities through Eventbrite and where required by phone.	

Within the team the role of the lived experience lead is to:

- Oversee the planning, co-ordination and delivery of in person and video conference social, creative and leisure activities, whilst working closely with the four neighborhood teams.
- Recruit, support and supervise a team of community peer support workers and community and peer volunteers to deliver key activities -
– this will include seeking cover and also stepping in and helping cover the facilitation of groups and activities, due to sickness or annual leave.
- Ensures that all activities are safely and effectively delivered and within WSx Mind policies, with clear group guidelines and group agreements are in place, that are reviewed on a regular basis with teams and service users.
- Oversee recording of all activity
- Develop opportunities to work in partnership with the Lived Experience Advisory Group
- Support the team to give effective peer support and support their training and development in this area.
- Create partnerships with other local organisations to support service users' connection with community organisations supporting their ongoing recovery and exit from the service

Scope & Accountabilities

This role supervises community peer support workers and community and peer volunteers.

Key Tasks

Operational:

1. Work in partnership with service users and mental health support teams to identify and prioritise face to face and video conference social, creative and leisure activities to be provided in local team sites and areas.
2. From this develop and plan a West Sussex Mind face to face social, creative and leisure activities programme using peer support workers and recruiting service user and community volunteers to deliver activities.
3. Creates opportunities for service users to engage in the design and development of services and feedback is collected and shared. To involve service users in the group guidelines that are in place, so these are co-produced and in line with WSx Mind policies.
4. Leads work to tackle inequalities and ensure that WSx Mind's activity offer is accessible and effectively reaching all groups in local community who need our support.
5. Ensures that other administrative and hospitality tasks relating to the teams work including where required cleaning are undertaken including doing this work directly where required.
6. Working with others:
7. Create partnerships with other local organisations to support service users' connection with community organisations supporting their recovery and exit from the service

8. Develop opportunities to work with the Lived Experience Advisory Group and the support the team to be an active part of the wider Lived Experience work of the Pathfinder Service across West Sussex

Management:

1. Supervise and support a team of peer support workers and volunteers to deliver key activities
2. Develop role profiles for volunteer requirements and work in close partnership with volunteer co-ordinator to ensure roles are recruited to.
3. Support the team to give effective peer support and support their training and development in this area. Oversee and ensure development support, supervision and recognition of community and peer volunteers.

Communications and Administration:

1. Oversee the regular updating and moderation of service Facebook pages.
2. Oversee the regular issue of service mail-chimp newsletters.
3. Ensure that all activities are effectively publicised on social media (Facebook, twitter and website) and through mail chimp newsletters.
4. Ensure that there is an effective booking process for all activities including using Eventbrite and website where possible.
5. Work constructively and in partnership with West Sussex Mind Pathfinder mental health support teams and Help point and service navigation team to provide a seamless pathway of care and support to people who need help sharing information and intelligence about need and issues with these teams as required and to work professionally and creatively with WSx Mind staff providing these services.

Policies and Procedures:

1. Ensure that all activities are planned and delivered within WSx Mind policies particularly around health and safety, safeguarding of adults and children and professional boundaries and codes of conduct.
2. Ensures team is aware of responsibilities and takes appropriate action as per WSx Mind's policies around safeguarding adults and protecting children.
3. Ensure health and safety policy and procedure requirements are met, particularly related to work surroundings and service activities.
4. Ensure all data protection policy and procedure requirements are met by the service.
5. Adheres to the Policies and Procedures of West Sussex Mind.

Other:

1. Undertakes any other tasks and duties as required as requested by senior staff and managers to meet the requirements of the service including taking responsibility for leading a group or activity when a manager or co-ordinator is not on site.

Person Specification - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

Essential Experience/Qualifications
• Evidence of previous training or learning (formal or informal) which relates to supporting adults who have mental health needs is essential for this role • Lived experience of having or having had mental health problems and using mental health services
Preferred Experience/Qualifications
• Any formal qualifications or training in relation to mental health, counselling, communication, advice is desirable for the role • A background in activities or leisure and or event planning could be helpful
Professional & Technical Knowledge, Skills and Abilities
1. Knowledge regarding working with people with mental health needs and local community services and support to meet needs. 2. Very strong administrative skills with excellent organisational and planning skills and ability to juggle complex issues and problems. 3. Experience of supporting, training and developing staff and volunteers and committed to and experience of involving volunteers in work of organisation in a way that makes a significant impact on achievement of goals. 4. Very creative and innovative and excellent problem solver with ability effectively make decisions. 5. Knowledge of and a commitment to user led services and proactively tackling inequalities. 6. Highly motivated and able to learn and understand new concepts and apply new methods, whilst taking responsibility for their own personal development. Willingness to seek advice appropriately, to accept supervision and training as required. 7. Good team player with ability to work effectively within own team across organisation and with partners. 8. Experienced IT & digital user with excellent knowledge of Office 365. 9. Strong written and verbal communication skills.

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

Signed: Staff member		Date:	
Signed: Line Manager		Date:	