

Client Involvement Co-ordinator

1 Background Information

Central London, like many cities across the world, is an exciting and stimulating place. However, for some, it is a place to go when things have gone profoundly wrong and there is nowhere else. When people are on the edge, homeless, isolated and in despair there must be a place to turn. The Connection is there to be with people as they overcome that isolation, recover and move on to a meaningful, fulfilling life.

However, this is not enough. The experiences of people on the edge matter. Their story must be told to those in a position of power and influence, so that homelessness, exclusion and isolation are not acceptable features of life in the UK.

The Connection at St. Martin's empowers those who are on the edges of society to take control of their lives by:

- providing practical support in an active environment designed to help people to recognise their own strengths, recover from crisis and move on;
- collaborating with others who share our vision and mission not just in London, but other parts of the UK and the world;
- sharing our learning with others, to deepen our own understanding and create a more socially just society for those on the margins.

The Client Involvement Co-ordinator will deliver and develop our innovative plan to build co-production and a strengths based approach across CSTM, building on our core values. This role requires someone with a strong track record-with clients to improve services which are designed for people experiencing severe and multiple disadvantage. The post holder will be able to build the capacity and skills of others to engage clients in the design, delivery and evaluation of services. They will also have experience of developing policies and procedures to balance legal compliance with client accessibility. Finally, the Client Involvement Co-ordinator will have the credibility and personal leadership to effect cross charity change regardless of level of seniority.

Responsible to:	Recovery and Opportunities Manager
Responsible for:	N/A
Job Purpose:	<ul style="list-style-type: none"> • Working closely with Service managers and frontline staff to deliver our innovative plan to build co-production. • Maintain our existing systems and develop new systems for client involvement such as consultations, focus groups and staff recruitment panels. • Review existing systems and processes in the charity to create a more strengths based approach. • Develop new innovative approaches to client involvement in response to the Covid Pandemic. • Improve capacity and best practice in client involvement across the charity including linking with other organisations leading this area of work and putting in place ongoing staff training and development in client involvement work.
Salary and Scale:	£34,164 - £37,496 (scales 26 – 30)
Contract:	Fixed Term (1 Year Maternity Cover)

MAIN TASKS

- 1 Develop and deliver our current organisational plan to build co-production and a personalised approach across the Charity.**
 - a. Delivery of our 1-year plan for client involvement which links to the charity's overall strategic aim to provide effective services which make a difference for people who have experienced homelessness and associated issues.
 - b. Work alongside the Senior Management and Service teams to implement the plan, monitoring progress and providing regular reports.
 - c. Involve existing clients in the creation of this plan and the resulting progress made.
 - d. Feed into the charity's strategy to ensure there is a strengths based approach to delivering services and communicating about our work.
 - e. Review best practice frameworks for client involvement to inform the approach taken at CSTM.
 - f. Review client involvement related policies and procedures in services to ensure they reflect a positive, strengths based approach to service delivery.

- 2. Maintain our existing systems of client involvement such as consultations, focus groups and staff recruitment panels.**
 - a. Support the existing established client involvement programme for clients of CSTM. Including feedback forums, focus groups, cross organisational working groups, the suggestions scheme and surveys. To ensure that those using CSTM's services are aware of their rights and responsibilities through promoting a Client Charter and they are fully involved in the development of services.
 - b. To ensure the involvement of clients in all CSTM recruitment through the creation of service client interview panels.
 - c. Working closely with the Co-Production Coordinator to review and implement client volunteering opportunities and structures within the charity.

- 4. Develop new approaches to client involvement across the organisation.**
 - a. Research good practice in the areas of co-production and personalization, to include: desk research, attendance at relevant conferences and events and good practice visits to agencies leading this area of work.
 - b. Support the Co-Production Coordinator with the development of a Peer Mentoring scheme where required.
 - c. Support funding bids to bring in additional resources to invest in our client involvement and peer mentoring.

- 5. Improve capacity and best practice in client involvement across the charity**
 - a. Provide training, workshops and professional development for staff across all of the charity's services.
 - b. Disseminate information, research and external training opportunities to support the charity's practice with client involvement.
 - c. Represent the Connection at St Martin's at outside meetings as agreed with manager.

- 6. General**
 - a. Implement The Connection at St Martin's Equality Policy and all other policies in all areas of work.
 - b. Ensure that Health and Safety requirements are complied with.
 - c. Attend internal and external training courses as appropriate.
 - d. Assist in the promotion of the work of The Connection at St Martin's to its visitors and funders.

Job descriptions are intended to give individuals clear guidance on what they are expected to achieve. However, they rarely capture all tasks and responsibilities. All staff are therefore expected to undertake occasional other duties not detailed above but within the scope of the job.

3 Person Specification

This person specification sets out the essential experience and abilities needed by the successful candidate for this post. Please bear these points in mind when completing your application form, as these requirements will be taken into account at both the shortlisting and interviewing stages.

1. Knowledge
An understanding of the causes of homelessness and the needs of homeless people;
Knowledge of relevant external agencies, resources and facilities that would enhance both thinking and action on client involvement within CSTM;
Knowledge of current client involvement good practice and approaches such as personalization, co-production and strengths based approaches.
2. Experience
At least 3 years experience (or equivalent) of face to face work with vulnerable people within a charity setting;
Experience of developing and delivering client involvement programmes within a charity setting;
Experience of providing training and delivering workshops to frontline staff and managers;
Experience of working creatively on own initiative within an organisation, sharing ideas and skills.
3. Abilities and Skills
An enabling approach, with the ability to work effectively with people who have multiple and complex needs;
The ability to use leadership skills to facilitate co-operative working across all CSTM teams and with outside agencies, including peers and colleagues in more senior positions;
The ability to work independently using own initiative, taking responsibility for own performance standards and reporting requirements;
The ability to prepare and present written reports, and to communicate information effectively, both verbally and in writing, to clients and other workers;
The ability to manage time and prioritise workload effectively;
The ability and willingness to work flexible hours;
The ability to participate in the development of CSTM's common systems, policies, procedures and written materials;
The ability to demonstrate imagination, initiative and flexibility in problem solving in an environment of change;
The ability to use IT packages, word processing, databases and spread sheets as necessary;
The ability to assist in devising appropriate administrative, monitoring and information systems and develop outcome measures relevant to this work.