



## JOB DESCRIPTION

<b>Role:</b>	Lived Experience Consultant/Engagement Team Member – Hybrid Role
<b>Location:</b>	Newcastle area, split between HMP Northumberland and working across the North-East in the community.
<b>Responsible to:</b>	Operations Manager
<b>Objective:</b>	To lead on delivering research projects and support the delivery of other User Voice projects.
<b>Salary:</b>	Up to £28,000 depending on experience
<b>Contract Type:</b>	Permanent
<b>Full Time/Part Time:</b>	Full time
<b>Holiday:</b>	25 days per annum plus public holidays
<b>Probationary period:</b>	The post is subject to a six-month probationary period

## USER VOICE

User Voice was created for and is run by people who have been in prison and on probation. Lived experience means we engage empathetically instead of sympathetically.

We exist to reduce offending and improve rehabilitation by working with the most marginalised people in and around the criminal justice system. We ensure that practitioners and policymakers hear their voices.

Since being founded in 2009, we have given a voice to over 150,000 people, including nearly 20,000 in over 80 peer research projects, influencing significant change to the system around [drugs in prison](#), [the response to the Covid pandemic](#), [neurodiversity](#) and [the experience of young black and mixed heritage boys](#).

## **DUTIES AND RESPONSIBILITIES**

This is a fantastic opportunity to work in an innovative and growing charity. We are looking for a dynamic, authentic, and inspiring individual to join our team.

At the national level there is a crucial need for insights from people with lived experience of crime, addiction and homelessness to inform system reform as this voice is often absent. At the same time User Voice has an unrivalled and significant footprint across the country engaging with the hardest to reach people, through elected and trained service users who can provide the information to fill this void.

There is no one better placed to identify what works or what doesn't, and to be part of identifying the solution than people with current and recent experience of the system. More significantly, there has never been a time when it has been more important and timelier that service users are given the platform to be heard, and to be part of transforming services and systems.

User Voice peer research projects, delivered by Peer Researchers, will use this insight to both influence fundamental changes to the policy and public debate, to innovate new services, and to reform systems.

User Voice peer research and consultations projects have a positive impact on individual participants as a result of the peer-led approach, change institutions along the way by providing them with real time insight and give policy makers a massive reality check.

The successful candidate will be results and outcome-orientated with knowledge of the criminal justice sector and a have their own lived experience. We are looking for passionate and motivated staff willing to go above and beyond!

The Peer Researcher role involves a significant amount of remote working on the front-line role, delivering research, consultation and other service user engagement activities.

### **Key responsibilities**

#### Lived Experience Consultant

- Engaging with people in prison and on probation
- Liaising with research partners, prisons, probation and other stakeholders to access service users
- Contributing to project planning and project managing service user engagement activities

- Conducting interviews, surveys and focus groups and any other engagement activity
- Collecting and entering service user insight
- Supporting the analysis, reporting and dissemination of service user insights
- Recruiting, training, and supporting service users to be involved throughout research, consultation, and other engagement projects
- Supporting the delivery of other User Voice projects as needed

### Engagement Team Member

- Representing User Voice at regional and national forums, conferences and events
- Recruiting, managing, motivating, and training service users and volunteers, including providing clear activities, support and signposting them to further opportunities and managing the risks involved.
- Ensuring that we are working with a diverse group, representative of the wider community
- Managing project participants expectations around employment with User Voice
- Aiding retention of service users by building and sustaining trusting professional relationships
- Group facilitation, including meetings, focus groups, workshops and large events
- Identifying and creating progression (through wider engagement) opportunities for service users
- Co-ordinating activity, expenses and travel for a group of volunteers
- Providing weekly activity reports and assisting regional manager with completion of reports as required internally and externally to our commissioners
- Contributing to the development of project planning and organisational resources and playing an active role in leading the delivery of projects
- Keeping accurate and up to date records, including project participants contact and activity details, levels of engagement, an electronic diary and diversity and equality monitoring data and identifying and accurately recording impact and outcomes
- Identifying and sharing any business development opportunities that arise through our activity and engagement with commissioner and wider stakeholders
- Supporting those we work with to raise the level of articulation of issues and solutions
- Supporting service users to hold decision makers to account • Communicating positive outcomes
- Initial / follow-up personal development and exit interviewing of project participants

In addition, the post holder will be required to perform other duties which are assigned from time to time to meet need. However, such other duties will be

reasonable in relation to skills, abilities and grade. Flexible working hours will be expected in order to accommodate varying travel distances and engagement opportunities.

## **PERSON SPECIFICATION**

### **Essential:**

1. Lived experience of the criminal justice system as a service user
2. Ability to communicate with a wide range of people at all levels
3. Experience of engaging service users in a range of ways, for example interviews, surveys and focus groups
4. Recruiting, training and supporting service users
5. Interest in research
6. Computer literate to a good standard, including collecting and entering data
7. Experience of contributing to project planning and project management
8. Well organised with the ability to prioritise tasks effectively and meet deadlines amid a range of competing demands
9. Ability to be flexible and adaptable to project needs
10. Ability to accept and maintain confidentiality
11. Commitment to Equal Opportunities
12. A 'can do' attitude

### **Desirable:**

1. Experience of social research techniques in any environment
2. Experience of working with prisoners and service users
3. Good knowledge of the charity sector and/or criminal justice
4. Data analysis and reporting
5. Good IT skills, with experience of using spreadsheets, databases, and mobile technology

## **FURTHER INFORMATION**

### **Equality and diversity**

User Voice welcomes applications from ex-offenders and from all sections of the community regardless of race, gender, sexual orientation, religion, age, or disability.

### **Disclosure and Barring Service (DBS) checks**

This post is subject to an enhanced criminal record disclosure check via the Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to vulnerable adults, young people and/or children. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not

indicate that his or her employment in this role would put current service users at risk.