



# Systems Change Officer

## Fulfilling Lives South East Multiple and Complex Needs Project



### Job Description

Ref: 978

## Job Summary

The Fulfilling Lives South East Multiple and Complex Needs Project covers Brighton & Hove, Eastbourne and Hastings. The purpose of the Fulfilling Lives (FL) Project, which is funded by the National Lottery Community Fund, is to bring about lasting change in how services work with people with multiple and complex needs.

The post holder provides line management support to 3 Systems Change Officers and coordinates a number of Systems Change projects which seek to improve service access, provision and achieve systemic change for people experiencing multiple and complex needs. The Systems Change Team is co located across 3 project locations with members of the Delivery and SUE Teams to maximise opportunities for joint working and shared learning.

## Location

The project has delivery teams in Brighton, Hastings and Eastbourne. The post holder can negotiate a base in either Brighton or Hastings, with travel across all 3 project locations expected.

## Responsible To

- Systems Change Lead, Fulfilling Lives Project

## Significant Working Relationships

- Systems Change Project Team
- Fulfilling Lives Operational & Senior Managers
- Statutory and voluntary stakeholders relevant to the project's systems change work.
- Project Consultants and Action Groups.
- All members of the Systems Change Project Groups, this could include Specialist Workers, Area Leads, external stakeholders and other members of the wider FL team.

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## Duties / Responsibilities

1. To work on identified SSR projects, developing and implementing Review Action Plans with clear timescales.
2. To work closely with members of the Service User Engagement team to ensure the voice of lived experience is meaningfully integrated in all system change work.
3. Establish effective working relationships with stakeholders in statutory, voluntary and other delivery sectors across homelessness, criminal justice, substance use and mental health in order to identify key partners in progressing systems change work.
4. To utilise all available project management tools and keep appropriate records in order to track progress on identified systems change action plans.
5. To support the production of quarterly monitoring reports on systems change projects in line with the BLF reporting cycle.
6. To attend and participate in working groups and progress joint action plans to ensure the project achieves its systems change objectives.
7. To assist the Systems Change Lead and the Senior/ Operational Manager to share the learning of the Project across a wide range of media.
8. Support the organisation of and participate in learning and best practice events.
9. To explore, with project colleagues, potential solutions, new models and ways of working to better meet the needs of MCN clients and translating this into tangible activity for the systems change team
10. To maintain awareness of local, regional and national initiatives around system change

**It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.**

**No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.**