



Project Consultant Assistant

Fulfilling Lives South East Multiple and Complex Needs Project



Job Description

Ref: 903

Project Consultant Assistant – Eastbourne - 18 months Fixed Term Contract

Job Summary

The role of the Project Consultant will be:

- To assist the team (Project Consultant and Service User Engagement Coordinator) in facilitating Volunteers Action Groups (AGs) to gain information about services and systems for people with Multiple and Complex Needs (MCN). To work with the Action Groups to explore, research and propose solutions.
- To assist the team in collating information needed to review and improve services and systems for people with Multiple Complex Needs.
- To work with the project volunteers, offering mentoring and supporting them to engage with the project's aims and activities.

Location

Each Project Consultant Assistant will be based within a team in one of the three locations (Hastings, Eastbourne, Brighton & Hove). This vacancy is based within the Eastbourne team. There is an expectation of significant travel across the three areas to support the wider Fulfilling Lives project and the Project Consultant Team.

Responsible to

- Service User Engagement Coordinator, Fulfilling Lives Project.

Significant Working Relationships

- Project Consultant team and Service User Engagement Coordinator.
- Fulfilling Lives volunteers Action Group and wider service user group.
- Staff within the delivery partner organisations, particularly Service Improvement Officer and Area Lead.
- Wider Fulfilling Lives Team.
- Statutory and voluntary agencies providing services and support to clients with multiple and complex needs.
- Strategic and commissioning forums.

Duties / Responsibilities

1. To assist the team in recruiting and providing volunteering opportunities for service users with experience of MCN.
2. To assist the team in coordinating and facilitating regular volunteers action groups to gain information about gaps and barriers in systems and services for people with MCN.
3. To provide individual supervision and mentoring for the project volunteers.
4. To carry out consultation activities with service users alongside the Action Groups volunteers, in a variety of services.
5. To provide administrative support for the Action Groups (AGs).
6. To support the Service User Engagement Coordinator to plan events for service users.
7. To carry out exit interviews with service users to evaluate their experience of the project.
8. To carry out project engagement assessments with service users to ensure the service is as widely accessible as possible.
9. To work with the AGs to identify priorities for the systems and service review processes.
10. To work with service users to carry out “mystery shopper” exercises and “change audits” in order to test the lasting effect of the reviews.
11. To help the Service User Engagement Coordinator to develop a programme for service users to feed into planning groups and forums.
12. To provide service user representation on strategic groups and forums.
13. To assist the Project Area Lead and the Project Manager to share the learning of the project.
14. To help organise and participate in different events e.g. Annual Conference.
15. To contribute to the success of the project achieving its outcomes.

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.

For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal

and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

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.