

JOB DESCRIPTION

Job title	Advanced Lived Experience Employment Specialist
Division	Corporate
Team/Service	Employment Services
Pay Band	Band 6
Hours	37.5
Terms and conditions	In accordance with Agenda for Change
Location	Argo House, Kilburn Park, NW6 5FA
Reports to	Employment Services Manager & Trustwide Lived Experience Practitioner & Peer Support Lead
Accountable to	Head of Individual Placement and Support (IPS in SMI) and the Recovery & Wellbeing College
Liaises with	Trustwide Lived Experience Practitioner & Peer Support Lead, Trustwide Employment Services Manager, Peer Employment Specialists, Peer Support Workers, Service Users, Recovery and Wellbeing College, Trust Wide Employment Services, Trust Managers, HR, Occupational Health, Clinical Teams, User Groups, Voluntary Sector and Local Colleges, DWP Colleagues, Local Employment Services, Local Employers, IPS Grow & NHS England.

Job summary:

The role of the Advanced Lived Experience Employment Specialist (Adv LXES) has been developed specifically for people who are experienced in an Employment Specialist role within the IPS model and have lived experience of recovery from mental health difficulties.

The post holder will be inspired by the values of both Peer Working and retain fidelity to the Individual Placement and Support model (IPS) and want to use their lived experience of the role employment has played in their recovery to support others in their employment. They will be able to demonstrate the ability to utilise advanced lived experience skills alongside evidence based IPS working. This role will involve supporting access to the Individual Placement and Support model (IPS) across the organisation.

This role will support access to the Individual Placement and Support (IPS) model across the organisation, whilst contributing to the ongoing development, sustainability, and quality assurance of the Peer Employment Specialist (PES) workforce.

Alongside the Trustwide Lived Experience Practitioner & Peer Support Lead and the Employment Services Manager, they will support, develop, and strengthen the Peer Employment Specialist workforce and have responsibility for the recruitment, professional peer supervision and skills development of this group. In addition, they will undertake joint working and provide consultation in relation to best practice of the Peer IPS blended model.

In all aspects of this role, the post holder will utilise their lived experience of the role employment has played in their recovery, to inspire the hope and belief that people with mental health difficulties can thrive in employment.

The post holder will also occasionally support the Recovery and Wellbeing College employment-focused offer across the Trust, supporting borough engagement, co-delivery opportunities, and equitable access to employment-related learning opportunities.

The post holder will carry a caseload to support the delivery of the IPS Access target whilst ensuring high-quality, recovery-oriented employment support is delivered in line with the Individual Placement and Support (IPS) model.

The role is intentionally agile and responsive, adapting to service demand, workforce capacity, and organisational priorities. During periods where Peer Employment Specialist staffing capacity is reduced, the post holder will take a more active operational role in supporting IPS access targets, direct employment support, and service delivery across boroughs and teams. During periods where PES staffing capacity is established and stable, the post holder will focus more heavily on workforce development, quality assurance, supervision, training, co-production, and the continued development of the Peer IPS model.

In all aspects of this role, the post holder will utilise their lived experience of the role employment has played in their recovery to inspire hope and demonstrate that people with mental health difficulties can thrive in competitive employment and recovery.

Values Central and North West London NHS Trust expects the Trust wide Lived Experience Practitioner and Peer Support Lead to act in a way which shows an understanding of our core values and is active in putting them into practice with service users, their friends, family and carers and also other staff members.

COMPASSION: contribution to a caring and kind environment and recognition that what you do and say can help to improve the lives of others.

RESPECT: acknowledge, respect and value diversity of each individual, recognition of uniqueness.

EMPOWERMENT: commitment to providing information, resources and support to help others make their own decisions and meet their own needs. The Trust endeavours to support all staff to enable them to develop and grow.

PARTNERSHIP: work closely with others and behave in a way that demonstrates understanding that commissioners and users of our services are the people who generate and fund our work.

Key Responsibilities

Central and North West London NHS Trust is committed to providing safe, effective services and ensuring that those who use services, and those who support them, have a positive experience.

Strategic, Leadership and Service Development

1. Work closely with the Employment Services Manager and Trustwide Lived Experience Practitioner & Peer Support Lead to develop the Peer Employment Specialist (PES) role, strengthening the evidence base and driving innovation, including integration of IPS and peer working principles.
2. Build and maintain relationships with NHS England, IPS Grow, and national and international organisations to promote and advance the PES model.

3. Develop and implement operational guidance, induction processes, and probation frameworks to support clear, consistent delivery of the Peer Employment Specialist role.
4. Contribute to discussions and strategic development relating to best practice in the employment of the peer workforce.
5. Contribute to quarterly and annual reports across boroughs, evidencing the impact and reach of the PES role.
6. Review IPS documentation to ensure alignment with peer working values and principles.
7. Contribute to recruitment processes for Peer Employment Specialists alongside team leaders and clinical teams.
8. Provide leadership, peer supervision, role modelling, and development opportunities to strengthen the capability, confidence, and sustainability of the PES workforce.
- 8a. Support the induction, onboarding, and integration of newly recruited Peer Employment Specialists across the Trust, ensuring staff feel supported, connected, and equipped to deliver high-quality Peer IPS practice.
9. Co-produce and co-deliver training aligned to Continuing Professional & Personal Development, including training to support borough understanding of Peer IPS practice and lived experience approaches.
10. Role-model best practice in the Peer-IPS model, including joint working with PES staff.
11. Contribute to the development of the evidence base in partnership with Recovery Services.
12. Work collaboratively with Employment Team Leaders, borough services, and lived experience staff to design and implement initiatives such as workshops, job clubs, Recovery and Wellbeing College employment courses, and employment support groups.
13. Attend and contribute to trustwide and senior meetings across lived experience and employment services.

Clinical Practice, Delivery and Access

1. Hold and manage a **specialist caseload of approximately 20 cases** per annum, contributing towards the IPS access target, ensuring high-quality, recovery-oriented employment support in line with the Individual Placement and Support (IPS) model (Subject to annual review).
2. Actively **increase access to the IPS model across the organisation**, identifying unmet need and supporting individuals from a wide range of services to engage with employment support.
3. Provide flexible, responsive “floating support”, adapting delivery across teams, boroughs, services, and locations to meet fluctuating workforce and service demand, ensuring equitable access to IPS support.
4. Respond proactively to organisational need and demand, balancing operational IPS delivery with the ongoing development, quality assurance, and sustainability of the Peer Employment Specialist workforce.
- 4a. Support continuity of IPS access targets and service delivery during periods of reduced Peer Employment Specialist workforce capacity.
5. Deliver personalised, strengths-based employment support, drawing on lived experience to build trust, inspire hope, and support recovery journeys.
6. Work collaboratively with clinical teams, employment services, borough services, and PES staff to support individuals into and sustain competitive employment.

7. Maintain professional relationships with service users and colleagues, ensuring confidentiality, appropriate boundaries, and adherence to Trust policies.

Lived Experience Practice and Advocacy

1. Utilise lived experience in all aspects of the role to inspire hope and demonstrate the possibility of sustained employment in recovery.
2. Model recovery and self-management alongside an employment journey for service users and staff.
3. Challenge inequalities and discrimination experienced by people using mental health services, promoting learning and systemic change.
4. Promote the benefits of employment for individuals with lived experience of mental health challenges.
5. Advocate for and promote peer roles internally and externally, including through presentations and public speaking.
6. Promote a strong understanding of IPS and peer working, supporting an integrated, person-centred approach.
7. Build effective working relationships with clinical teams, employment teams, and peer staff.
8. Support teams in creating recovery-oriented environments, including promoting Recovery and Wellbeing College opportunities.
9. Contribute to the ongoing development and improvement of Trust-wide peer employment services.

Organisational Responsibilities

1. Work independently and reliably to deliver high-quality Peer IPS practice.
2. Work flexibly, including outside standard hours where required to meet individual and employer needs.
3. Maintain accurate and timely records in line with data capture and reporting requirements.
4. Ensure adherence to monitoring and evaluation systems and remain informed of developments in vocational rehabilitation.
5. Adhere to all Trust policies, procedures, and service standards.
6. Complete all mandatory training, including IPS-related training.
7. Actively engage in continuous professional development.

Training and Development

1. Participate in supervision, appraisal, and peer supervision processes, including delivering supervision to PES staff.
2. Engage in mandatory and role-specific training aligned with the Personal Development Plan (PDP) as well as the Level 3 IPS Accreditation with IPS Grow.
3. Undertake accredited peer support training (e.g., Developing Expertise in Peer Support Level 4 or equivalent).
4. Work collaboratively across lived experience and employment teams, including providing cover where required.
5. Co-produce service developments with service users wherever possible.
6. Collect and share employment recovery stories to support learning and service improvement.

Research and Development

1. Stay up to date with developments in IPS practice, employment law, and vocational rehabilitation.
2. Maintain awareness of national and international developments in peer support and lived experience practice.
3. Contribute to the evidence base and wider discourse on the Peer Employment Specialist model and its effectiveness.

Rider Clause

This is an outline of the postholder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time to meet the changing needs of the Trust and Department.

Supplementary Information

Job Flexibility

The post-holder will be required to work flexibly, helping as and when necessary, which may involve them in a developing role.

Working Relationships

The working relationship between all members of staff should be mutually supportive, with staff deputising and covering for each other when appropriate.

Health and Safety

Central and North West London Mental Health NHS Trust has a Health and Safety Policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996, to ensure that agreed safety procedures are carried out, and to maintain a safe environment for employees, patients and visitors.

Infection Control

The prevention and control of infection is the responsibility of everyone who is employed by Central and North West London Mental Health NHS Trust. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Improving Working Lives

Central and North West London Mental Health NHS Trust is committed to the principles of Improving Working Lives and all managers are encouraged to follow Improving Working Lives practices. Consideration will be given to all requests for flexible working in line with Trust policy.

Staff Involvement

Central and North West London Mental Health NHS Trust is committed to involve staff at all levels in the development of the organisation.

Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions, which affect them and their working conditions.

All managers should engender a culture of openness and inclusion so that staff feel free to contribute and voice concerns. They should develop and implement communication systems that ensure staff are well informed and have an opportunity to feedback their views.

Smoking

Central and North West London Mental Health NHS Trust acknowledges its responsibility to provide a safe, smoke free environment to its employees, patients and visitors. In expressing its commitment to the prevention of smoking related diseases, the Trust has a 'Non-Smoking Policy' and all Trust buildings and vehicles are designated as smoke free areas.

Alcohol

Employees are expected to be aware of and understand that Central and North West London Mental Health NHS Trust has a policy on alcohol and the consumption of alcohol. Alcohol is not permitted whilst on duty.

Confidentiality

Employees should be aware that the Trust produces confidential information relating to patients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of personal, medical, commercial information, systems passwords or other confidential information to any unauthorised person or persons will be considered as gross misconduct and may lead to disciplinary action which may include dismissal.

Equal Opportunities

All employees of Central and North West London Mental Health NHS Trust are expected to be aware of, and adhere to, the provision of the Trust's Equal Opportunities Policy, and to carry out their associated duties and responsibilities under this policy. As users of the disability symbol, the Trust guarantees to interview all disabled applicants who meet the minimum essential criteria for a vacant post.

Grievances, Disputes, Disciplinary and Other Industrial Relations Procedures

Central and North West London Mental Health NHS Trust has grievance, disputes, disciplinary and other industrial relations procedures. Employees are required to make themselves aware of these procedures, copies of which are available on the Trustnet, from your manager and the Human Resource Directorate.

Personal Development

The post holder is expected to co-operate in activities which line management believes will contribute to personal and/or to team growth. This includes attending supervisory sessions and training modules, both at their work base and other selected venues of instruction.

Conflict of Interest

Employees are expected to declare any private 'interest or practice', which might conflict with their NHS employment, and be perceived to result in actual or potential financial or personal gain.

Working Time Regulations

The Working Time Regulations 1998 require that you should not work more than an average of 48 hours each week i.e. no more than 816 hours in a 17-week period. To work more than 48 hours you must have management authorisation, and you will be required to sign an opt out agreement.

The Trust policy has a limit of 60 hours per week, and all staff must ensure a 24-hour rest period is taken in every 7 days.

Conditions of Employment

The Trust will screen all staff who will be working with children and police checks will be carried out on all staff appointed to posts which have access to children.

This will also apply if role develops to include access to children.

Terms and Conditions

The terms and conditions of service associated with this position are those agreed by the Trust.