



Project Consultant

Fulfilling Lives Hastings

Job Description

Ref: 833



Project Consultant - Fulfilling Lives: Multiple and Complex Needs Project - Fixed Term Contract until 31st March 2022

Job Summary

The role of the Project Consultant is to use your experience and knowledge to help review and improve services, systems, processes and protocols. You will lead and facilitate Action Group (AG) meetings as well as providing support and mentoring for project volunteers.

You will work closely with the Project Consultant Assistants to support Action Group's Volunteers to engage in activities to promote the project and influence positive (systems) change. This may be via supporting them to attend project meetings, represent the project in forums, take part in events and learning activities, conduct mystery shopping, deliver training or gather feedback from service users. Project Consultants support the project to work within a Coproduction ethos and help to champion a Service User Involvement approach.

Responsible to

- Service User Engagement Coordinator, Fulfilling Lives Project

Significant Working Relationships

- Project Consultant team and Service User Engagement Coordinator
- Engagement and Development Worker
- Volunteers Action Group and wider service user group
- Systems Change Team
- Learning and Impact Team
- 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 recruit volunteers with experience of Multiple Complex Needs to join the weekly project Action Groups.

2. To facilitate weekly Volunteers Action Group meetings to discuss, plan and conduct system change activities.
3. To provide individual mentoring sessions for the project volunteers (Action Group members).
4. To work with the team to plan the weekly workload; working closely with the Project Consultant Assistants.
5. To carry out consultation activities with service users alongside the Action Group volunteers, in a variety of services.
6. To provide administrative support for the Action Groups.
7. To support the Service User Engagement Coordinator to plan events for service users.
8. To carry out exit interviews with service users to evaluate their experience of the project.
9. To work with the System Change team and volunteers to do “mystery shopper” exercises and other evaluation activities.
10. To work collaboratively with other relevant teams in Fulfilling Lives, i.e. Learning and Impact Team.
11. To help the Service User Engagement Lead coordinate some engagement activities; e.g. supporting volunteers to attend events, organise travel for volunteers, etc.
12. To provide service user representation on strategic groups and forums, including on a national level.
13. To assist the Senior Manager and Learning and Impact Manager to share the learning of the project.
14. To help organise and participate in different events e.g. conferences, training delivery, workshops, focus groups etc.
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.

Adherence to and ensure compliance with BHT's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

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.