

Part 1: JOB DESCRIPTION

JOB TITLE:	Lived Experience Network Manager
DEPARTMENT:	External Affairs
TEAM:	NSPA
LOCATION:	Home while office not open, then Ewell

1. POSITION IN ORGANISATION

- Reports into: NSPA Executive Lead
 - Line Manages: n/a
 - Contacts which the post holder has within and outside the organisation: NSPA team (Membership and Comms officer), and Assistant Director of Research and Influencing, Lived Experience online panel and Influencers, temporary staff and consultants, members of NSPA.
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2. MAIN PURPOSE OF JOB

- To manage and grow a large and diverse network of people with lived experience of suicide and suicidal thoughts who can support and inform the work of the NSPA and its members, and influence locally and nationally, both through a large online panel and a smaller group of advocates and speakers (Influencers).

The National Suicide Prevention Alliance is a coalition of public, private and voluntary organisations in England whose mission is to get all parts of society working together to take action to reduce suicide and improve the support for those bereaved by suicide.

The Secretariat for the NSPA is employed and hosted by Samaritans, based in its office in Ewell, Surrey.

3. KEY RESPONSIBILITIES

Engagement and recruitment of those with lived experience

- To raise awareness of the panel and Influencer role among those with lived experience and the people who work with them
- On-going communications and recruitment activities across multiple platforms and channels
- To ensure a diverse network, representative of those most at risk of self-harm, suicide and suicidal behaviour

Management of online panel

- To lead on all communications to those on the panel
- To develop surveys, polls and other engagement activities to gather input from the panel
- To report back to the panel regularly on the impact their input has had
- To create learning and support offers for the panel
- To create and implement a pathway for members of the panel to develop and potentially become Influencers

Management of Influencers

- To lead on all communications with Influencers

This job description is a statement of requirements at the time of writing and is not contractual. It should not be seen as precluding future changes after appointment to this role.

- To work with trainer/s to continually develop (and possibly deliver) training across the Influencer journey
- To understand the needs and interests of Influencers, and support their involvement in suicide prevention policy and practice

Promoting the online panel and Influencers to the suicide prevention sector

- With NSPA Executive Lead, being an ambassador for this network, promoting it, raising awareness of and interest in it across all those working in suicide prevention
- Create opportunities for a range of organisations to gain insights and understanding from the online panel
- Create opportunities for Influencers to work at a strategic level on suicide prevention policy and practice
- Ensure income generation from external use of the network

Project management

- Project planning, setting and meeting key milestones
- Providing data for reporting to Executive Lead and Steering Group
- Management and support of a trainer and other staff/consultants as needed
- Work with fundraising department and Executive Lead to identify funding opportunities and fundraising activities to secure the long-term sustainability of the programme

General Duties of a Samaritans' Staff Member

- Contribute to the effective and efficient running of the Central Office as appropriate.
- Participate, as appropriate, in staff forums and meetings.
- Adhere to Samaritans' policies and procedures.
- Represent the Central Office appropriately across the organisation and Samaritans to the wider community as appropriate.
- Treat all colleagues, volunteers and members of the public with dignity and work within and adhere to Samaritans' equal opportunities statement and policies.
- Carry out reasonable requests made that are within the broad remit of the role

Part 2: PERSON SPECIFICATION

4. SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- Exceptional project management skills and ability to balance multiple priorities and deadlines
- Experience of working with people with lived experience of suicide or suicidal behaviour
- Excellent communications skills across a range of media
- Experience of working productively with a range of internal and external stakeholders
- Experience of developing surveys and polls to gather useful and appropriate information
- Experience of working within the third sector, preferably in mental health or suicide prevention
- Personal lived experience of self-harm or suicidal behaviour and/or experience of being a mental health service-user
- Excellent inter-personal skills
- A demonstrable ability to problem solve in a creative and positive way
- Good IT skills, specifically excellent ability to use Microsoft Word, Excel and Power point
- Experience of using databases to capture, analyse and report on data

Desirable

- Experience working within a membership organisation.
- Experience of using survey creation tools

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- Knowledge of NSPA or suicide prevention
 - Experience of training development and delivery
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5. QUALIFICATIONS

- Educated to degree level or equivalent is preferable but equivalent experience will be considered
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6. PERSONAL ATTRIBUTES

- Calm and confident manner with a positive attitude towards change
 - High degree of accuracy and attention to detail
 - Commitment to the aims of NSPA and Samaritans and the ability to work within a complex stakeholder environment
 - Well-organised and proactive
 - Able to establish, maintain and influence positive relationships with individuals, member organisations and external stakeholders
 - Good problem-solving skills
 - Proven ability to manage own workload, including planning, scheduling, prioritising and meeting deadlines for a number of activities running concurrently
 - Demonstrable interpersonal skills, able to clearly and concisely communicate aims, creative approach, priorities and concerns
 - Flexible – can respond professionally to changing briefs, deadlines and priorities
 - Emotionally Resilient to sensitive information
 - Empathises with Samaritans' values
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LAST UPDATED: 18/9/20