

## JOB DESCRIPTION

**Job Title:** BUS Project Facilitator  
**Department:** Business Development  
**Accountable To:** Building Up Stronger Project Manager

---

### 1. JOB SUMMARY

This is an exciting role to work with Imagine Independence on its new Building Up Stronger (BUS) project, funded by the National Lottery and the Department of Culture, Media and Sport for a period of 6 months. A place focused, proof of concept, offering a new service in the 6 inner-city wards of Liverpool, BUS will bring forward a new, scalable service model fit for the post Covid 19 environment. By focusing on individuals' lived experience of the Covid 19 pandemic, BUS will offer sustainable, effective interventions to promote and protect people's well-being, in both the short and longer-term. It will do this by maximising their access to non-clinical VCSE services

As a BUS Project Facilitator (BPS), you will provide high quality support to people currently using Imagine's services in Liverpool, so that they emerge from the Covid 19 pandemic with their wellbeing maximised. Building on their existing assets for health, you will support colleagues from Imagine to work with each individual to develop and/or improve their social and other networks, so that they recover more quickly from any impacts of the recent lockdown and the socio-economic dislocation that the pandemic has created. Helping Imagine's support workers, you will ensure that individuals referred to BUS have a bespoke, time limited 'BUS' plan. This will be co-created with each person to support their recovery; enable them to be more prepared for any future lockdowns; develop and/or maintain their educational/vocational skills; and enable them to use digital platforms to access goods/services/maintain their social links. You will help your colleagues to engage in these processes using a digital platform to record and monitor/evaluate the outcomes achieved for each person.

The BPS will:

- Support people with pre-existing mental illness in Imagine's existing services who's health is at further risk due to anxiety about re-entering post Covid 19 society
- Support people to re-engage physically with their existing community, family or social networks and re-establish and enhance skills
- Offer practical, social and /or educational interventions grounded in the Five Ways of Wellbeing
- Assist with planning/preparation for repeated lockdowns
- Combat loneliness/exclusion through improving digital and social skills

### 2. LOCATION

The post holder will operate in Liverpool, based at home adopting agile working.

### 3. SUPERVISORY RESPONSIBILITY

This post has no direct supervisory responsibilities but there is of course a duty upon all employees to be aware of appropriate service standards and to report any breach of standards to someone in authority.

## 4. MAIN DUTIES

*Under the guidance of the Project Manager*

- Use person centred planning tools to produce timely co-produced assessments capturing social and educational needs.
- To provide and organise support to upskill service users to access services and social spaces in the digital world.
- To involve support workers working in Imagines Supporting Living and Peer Support Services in planning, implementation and review of person- centred plans and communicate effectively on an ongoing basis including updating records following interventions.
- To involve support workers in assisting service users to achieve identified goals.
- Co-produce time sensitive action plans reflecting individual's aspirations for the future including access to short term interventions.
- Conduct risk assessments and risk management plans to support positive risk taking
- Maximise use of community assets to access non- clinical community- based support including Imagine's Peer Support Groups for social training or educational purposes, either via digital platforms or in person using Covid -19 adapted spaces.
- Conduct community mapping and networking in order to sign post clients to local services.
- Actively promote the service to organisations working in 8 electoral wards-Princess Park; Riverside; Central; Kirkdale; Everton; Kensington; Fairfield; Picton; Norris Green and Anfield. who come into contact with people who are experiencing mental health problems who's wellbeing has been adversely affected by Convid 19 Pandemic
- Increase digital skills and access to technology by sharing information about a range of IT equipment available to purchase including cost of products and access to online IT training.
- Effectively use monitoring tools with clients to capture outcomes
- Use Elemental Digital Platform to pick up referrals, track individual journeys, enter data, capture lived experience of service users.
- Attend and contribute to Project Steering Group
- Under guidance of the Project Manager work to contribute to the evaluation of the project.

## 5. REQUIREMENTS - *All employees are expected to:*

- Act with integrity at all times and with a proactive professional manner.
- Ensure that principles of quality are included in all aspects of work
- Always be responsive to client and partner priorities
- Adhere to all Imagine policies and procedures and work within ISO standards at all times
- Demonstrate working within the organisations objectives
- Comply with safeguarding, health and safety and any other statutory regulatory requirements
- Undertake any other tasks which may be requested from time to time by the organisation
- Safeguard all organisation property or privileged knowledge.
- Meet targets and objectives as set by the line manager
- Undertake all duties and tasks in an efficient accurate manner resulting in excellent service provision.

## 6. TRAINING and DEVELOPMENT

- Commitment to continuous personal development, participate fully in relevant training and learning
- Attend and participate in staff meetings
- Attend and participate in regular supervision and an annual personal review
- To contribute to the learning of other staff

**7. EQUAL OPPORTUNITIES**

Imagine aims to provide high quality services to enhance the quality of life of people experiencing disadvantage. In order to fulfil this aim it operates a policy of equal opportunities to ensure that no client, job applicant, employee, volunteer or carer is discriminated against either directly or indirectly on the grounds of gender, age, race, colour, sexuality, nationality, religion, ethnic or national origin, disability or marital status.

**8. CONFIDENTIALITY**

In the course of your duties you may have access to confidential information about individuals or about Company business. Under no circumstances must this information be communicated to anyone other than the authorised persons. These may include medical or other professional staff who are involved in the care and treatment of the person. If in doubt refer to the Line Manager

*Please note that this job profile may be amended to meet the needs of the service and does not preclude other tasks as directed by the team leader. Alteration will be discussed in advance with the post holder whose agreement will not be unreasonably withheld. The job description does not form part of your contract of employment.*

Signed \_\_\_\_\_ Date \_\_\_\_\_

<b>PERSON SPECIFICATION BUS Project Facilitator</b>	<b>Essential/ Desirable</b>	<b>Method of assessment</b>
<p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>1) Minimum NVQ 3 Social Care or equivalent</li> <li>2) A minimum Level 2 qualification in English and Maths and good oral skills</li> <li>3) A qualification in IT or other relevant, digital skills-based competencies</li> <li>4) Demonstratable experience in a mental health setting (minimum 2 years)</li> <li>5) Evidence of continued personal development.</li> </ol>	<p>E E E E E</p>	<p>Application Application Application/Interview Application/Interview Application/Interview</p>
<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1) Substantial experience of working with people who have mental health problems, preferably in a social inclusion service setting</li> <li>2) Staff management e.g. supervision, professional development of staff, staff appraisal including addressing deficits in performance, staff welfare</li> <li>3) Experience of working to maintain high professional standards across a staff team.</li> <li>4) An understanding of socio-economic inequalities for those living with mental health problems and how this can contribute to social exclusion.</li> <li>5) Experience of developing and maintaining relationships with partners in the community.</li> <li>6) Experience of encouraging community access to people who rely upon mental health services</li> </ol>	<p>E D E E E E</p>	<p>Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview</p>
<p><b>Skills &amp; Abilities</b></p> <ol style="list-style-type: none"> <li>1) Excellent communication skills and the ability to liaise effectively at all levels</li> <li>2) Ability to problem solve creatively and a positive approach to innovation</li> <li>3) Excellent organisational and time management skills</li> <li>4) Understanding and ability to implement and utilise Microsoft Office packages</li> <li>5) Record keeping skills</li> <li>6) To develop and sustain empowering relationships with staff and clients</li> <li>7) Person-centred planning and risk management skills</li> <li>8) Demonstrable therapeutic/clinical skills that are relevant to addressing these</li> <li>9) To act calmly in emergencies and respond professionally and responsibly to distress, disturbance and unpredictable and challenging behaviour</li> <li>10) Ability to undertake training and development</li> <li>11) Ability to supervise staff</li> </ol>	<p>E E E E E E E E E E E</p>	<p>Application/Interview Application/Interview Application Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview Application/Interview</p>
<p><b>Personal Attributes</b></p> <ol style="list-style-type: none"> <li>1) Excellent interpersonal skills</li> <li>2) To be committed to the ethos of team-working and be supportive of colleagues and other staff</li> </ol>	<p>E E</p>	<p>Application/Interview Interview</p>

3) Ability to motivate and encourage		
4) A positive approach to feedback	E	Application
5) Keen to learn. Soaks up as much relevant knowledge and experience as possible. Adapts to change quickly and co-operatively.	E	Application/Interview
6) A commitment to Imagine's philosophy and organisation objectives	E	Application/Interview
7) A commitment to equality, diversity and social inclusion		
8) Drive and enthusiasm with a commitment to deliver	E	Application
9) Belief in the possibility of positive change in, and recovery of people experiencing multiple mental health difficulties leading to (re)enablement.	E	Application/Interview
10) Commitment to the empowerment of clients in relation to developing sustainable groups	E	Interview
11) A passion for improving social inclusion for those who have been disproportionately affected by the unseen Covid-19 epidemic of loneliness	E	Application/Interview
12) A non-judgemental and patient approach	E	Application/Interview
13) Genuine empathy and compassion for this client group and conveying this to clients		Application/Interview
		Application/Interview
<b>Other Requirements</b>		
1) Willingness to work outside normal office hours on rare occasions	E	Interview
2) Compliance with all organisation-wide policies/procedures of Imagine	E	Interview
3) Willingness to undertake a planned programme of training including on-site learning	E	Interview

When completing your application form please bear in mind that short listing will be undertaken against the evidence presented by you of how you meet the essential criteria detailed in the person specification.