

Job Description

Job Title: Personal Health Budget Lived Experience Lead

Reporting to: Community Mental Health Transformation Lived Experience Lead

Accountable to: Adult Mental Health/Community Mental Health Transformation

Pay band: Agenda for Change - Band 6. Starting point £33,176.00

Hours : Full time, 37.5 hours a week. 1 year fixed term contract

Job Summary

As part of the award-winning multi-agency Community Mental Health Transformation Team, the Lived Experience Lead for Personal Health Budgets will work with people in St Martin's Hospital to assess and evidence how Personal Health Budgets (PHB) can support both them and the wider system to have personalised care and ultimately better outcomes.

Personal Health Budgets are one of the key ways that the NHS are supporting people to personalise their healthcare. This post will deliver support around personalisation and Personal Health Budgets to people in St Martin's Hospital. It will assess the value of the system working in this way and evaluate the impact of previous PHB Direct Payments for patients in Kent & Medway.

Your role will see you working directly with clinicians and patients that choose to explore personalising their own healthcare via a Personal Health Budget Direct Payment. You will benefit from the support and mentoring from our Personalisation expert at EK360.

The post will work within the award winning multi agency Community Mental Health Transformation team. Your work will link to, and support, the wider Community Mental Health Framework programme across Kent, to transform the way care is accessed and provided.

You will work with all eligible patient groups across Severe Mental Illness, supporting patients and/or their families or representatives to develop and implement a PHB support plan that evidences how the Direct Payment will meet the needs and outcomes agreed with the patient and clinician. You will identify and document how outcomes will be achieved within the indicative budget and report on outcomes for both the individual and the wider Community Mental Health sector with an aim to improve personalised care and remove health inequalities

The five principles for Mental Health Care in the Community Mental Health Framework Transformation Model are:



Care is centred around the person, their family and local community.

The post holder will:

Work closely with health, social care and special education practitioners to promote PHBs to ensure all children, young people and adults are given the opportunity to maximise and maintain their independence and achieve agreed outcomes and goals.

Liaise with external service providers - Care Agencies, Day Services, Respite venues, providers of equipment and minor adaptations and accountants to ensure that patient accounts are maintained appropriately.

Be confident in presenting cases and making recommendations in relation to support planning to meet the needs of the patient.

Keep accurate and robust records at all times.

Participate in case conferences as required, ensure accurate minutes and records of meetings are kept and distributed as appropriate.

Your qualitative and quantitative feedback on the patient's experiences will also impact on the Community Mental Health Framework as it is developed across Kent and Medway.

This job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager to deliver the

service. The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

Key Working Relationships

The Lived Experience Team is a key operational element of Kent and Medway's Community Mental Health Framework Transformation. The team is employed by EK360 which gives them independence and an opportunity to work assertively with people with a Severe Mental Illness, maintaining a close relationship with colleagues in the Clinical Commissioning Groups and Kent and Medway NHS and Social Care Partnership Trust (KMPT).

The post holder will be required to maintain professional and constructive relationships with a broad range of internal and external stakeholders. This includes individuals in receipt of care and support, their families/representatives, Local Authority colleagues, providers, other health and social care professionals and the many Voluntary Sector Organisations who also play a part in supporting people with their mental and physical health.

You will work with members of the team to develop and implement the service and its policies/procedures, participating in relevant data collection systems that will provide accurate and timely data to the Integrated Care Board. You will also provide specialist support to clinicians and patients in their decision-making, provide guidance to them throughout the Personal Health Budget and direct payment process in line with policy, practice and guidance.

Functional Responsibilities

- Support patients and their representatives in the preparation of clear and carefully considered recommendations and support plans for individuals who have chosen to have a Personal Health Budget
- Communicate concerns, information, risks, issues and dependencies which may impact on service delivery and outcomes
- Work with key stakeholders to ensure prompt delivery of the service within defined timescales and to consider the impacts of this area of work on the wider Community Mental Health Framework
- Collaborate tactfully and diplomatically, sharing information with stakeholders and communicating with individuals who may have a language, sensory or cognitive impairment
- Maintain legible and accurate documentation at all times, participate in Local Authority safeguarding reviews as required and Best Interest Meetings as necessary, attend Audit Sign Off meetings, presenting completed audit paperwork for sign off by a senior officer
- Support patients with employment related issues including, but not exclusive to: Employers Liability Insurance, advertising for and recruiting Personal Assistants - assisting with applications, shortlisting, interviewing, references and safeguarding checks
- Participate in team meetings and other meetings as required relevant to the post, actively participate in the appraisal process and demonstrate personal

commitment to professional development commensurate with the requirements of the post

Key result areas

- Achieve quality outcomes for individuals that also influence wider system change
- Delivery of timely, robust assessments
- Historic analysis of existing PHB payments, monitoring effects on length of stay and returning to previously accessed services
- Maintaining contemporaneous records, having due awareness of data protection and information governance guidelines with regards to individuals' confidential information

PERSON SPECIFICATION:

Skills/abilities	Excellent written and oral communication	Essential
	Ability to gain and analyse feedback from a wide network of patients/service users to drive system improvement	Essential
	Organisational skills - ability to manage a complex caseload	Essential
	Relationship management skills for a range of audiences	Essential
	Proficient computer skills	Essential
	Ability to show initiative and work autonomously to required time frames	Essential
	Information gathering and analytical skills	Essential
	Ability to challenge ideas and people in a constructive way	Essential
	Ability to articulate the impact of system changes to service users and carers	Essential
	Ability to appropriately apply own lived experience of mental health to support the programme development	Desirable

Experience/Knowledge	Knowledge of Kent and Medway as a locality and local variances	Desirable
	Experience of large scale evaluation	Essential
	Establishing trust and rapport with seldom heard communities	Essential
	Knowledge of diversities and inequalities in Mental Health	Essential

