



Lived Experience Support Officer

(12-15hpw – flexible hours)

About Us

Include.org is a unique and multi-award-winning local charity which tackles the issue of communication difficulty as a community, in a fun and innovative way.



We provide creative speech and language therapy-based activities which build confidence and skills in people with communication difficulties due to learning disabilities, autism or dementia and provide training for communication partners.

Our services include:

- The Include Choirs
- Champions co-production and self-advocacy group
- Stroll and Sign
- Supported Volunteer programme
- Speech and language therapy consultancy and training



Our Values

Whenever you are with Include.org, you can expect staff, volunteers and members to be:

Kind Empowering Fun Inclusive Respectful

and all services to be based on speech and language therapy best practice and the principles of co-production.



Lived Experience Support Officer

Include.org was founded in 2018, in response to an identified lack of opportunity and support for people with communication needs and has grown steadily ever since. Inclusion is at our heart and we recently restructured our Board, meaning that we now have 8 Trustees with lived experience of disability, communication need or neurodiversity – who require support to ensure they can fulfil their roles. In addition to the Trustees, we have several volunteers with lived experience of communication or learning needs who require additional support with initial admin, and a regular point of contact to check in with while they volunteer with us.

The Lived Experience Officer would provide this support. Training in providing accessible information, inclusive communication (including Makaton and Talking Mats) and the Mental Capacity Act will be provided as required.

A key requirement to support the Lived Experience Trustees will be arranging interim meetings between quarterly Board meetings, where Trustees will be given the opportunity to read through accessible material in detail, in preparation for the next Board Meeting, and providing individual support to access emails and information for sub-committees as required.

The role will involve a mix of working from home, meeting and attending regular sessions in person and meeting on Zoom (so good internet connection is required) mainly in the Redhill area, though very occasional travel to meetings in other locations in East and mid Surrey may be required (for which expenses will be covered or assistance with travel provided). You may also occasionally be asked to assist at events or performances where support is required.

Timing will be flexible, and will include evening working to support Board Meetings.



Key Responsibilities:

Key responsibilities will include but are not limited to the following:

Lived Experience Trustees

- Prepare accessible documentation for Trustee Meetings (including Agendas and other papers)
- Work with Senior Leadership Team to identify key points of governance which require more in-depth support
- Attend Board Meetings in order to provide support and write up accessible minutes for dissemination
- Arrange quarterly preparation meetings
- Be a point of contact for Trustees for questions or challenges
- Assist Trustees in setting up sub-committees to deal with specific areas of governance- e.g. fundraising or environmental policy
- Additional administrative tasks as required

Lived Experience Volunteers

- Be a first point of contact for new volunteers with additional needs
- Provide support in completing application paperwork / securing references if required
- Review existing processes for accessibility and assist in creating more accessible paperwork as required
- Assist in setting goals for individual volunteers
- Ensure 'in person' volunteers with lived experience are provided with a volunteer 'buddy' who can help support them in sessions

- Provide termly review meetings to ensure goals are being met
- Work with the Leadership team to identify and support needs required for remote working
- Additional administrative tasks as required



What we are looking for:

ESSENTIAL:

- An understanding of the principles of inclusion and the value of lived experience within charity governance
- Ability to work effectively both independently and as part of a team
- A creative approach to problem solving and a 'can be done' attitude
- Flexibility to work evenings and occasional weekend hours as required
- Knowledge of Microsoft Excel & Word and other basic computing skills
- Ability to use initiative and work with minimal supervision
- Excellent organisational skills and the ability to work to a deadline
- Desire to use feedback to improve processes
- Understanding of the importance of confidentiality, safeguarding and data protection
- Good internet connection
- A friendly and flexible disposition
- A drive to make things happen so the community is better supported
- Satisfaction in completing tasks to a high standard
- Commitment to the concept of inclusion

DESIRABLE:

- Experience of working with people with understanding or speaking difficulties (e.g. people with learning disabilities, autism, dementia, aphasia or other conditions)
- Experience of working or volunteering in the third sector
- Experience of applying the principles of co-production and incorporating the views of people with lived experience into service design and review
- Board Level experience
- Knowledge of inclusive communication techniques and the social model of disability
- Experience in administration, including minute-taking and arranging meetings

TRAINING

You will receive any necessary training, including safeguarding and data protection, inclusive communication and the Mental Capacity Act, in line with the vision and aims of the charity. Free training in Makaton, Photosymbols, Talking Mats and other Inclusive Communication techniques is also available, tailored to your level of need (e.g. refresher/beginner).

OTHER INFORMATION

The hourly rate is £14.30-£16.30, depending on experience, and the hours are capped at 15 hours per week. This contract is for 12 months in the first instance, with scope for extension and development.

This is a contracted freelance position, so you will be responsible for your own tax/NI contributions. Fees will be payable on receipt of an invoice and time sheet at the end of the month, unless alternative arrangements are agreed in writing with the Board of Trustees.

There is flexibility in how the 15 hours per week is covered, but there is an expectation that you will be available for:

- Board Meetings & interim meetings (Monday evenings, twice a term)
- (the majority of) Redhill Choir sessions (Wednesday evenings 7.30-9pm Weekly)
- (at least termly) Epsom Choir sessions (Tuesday evenings 6-7.30pm)

and that a proportion of the remaining 15 hours a week will take place during 9.30am - 2.30pm Monday to Friday. Occasional weekend work will be agreed in advance.

Work locations are: Include HQ (RH1 2EL) and our regular venues (Redhill Methodist Church and St Joseph's Church, Epsom); travel expenses to other locations will be claimable.

For candidates with administration experience, there is potential for this role to be combined with the Administrator role (15 hours per week).

IF YOU ARE INTERESTED

Before you apply:

Please spend some time on our Youtube channel [IncludeTube](#), on our website <https://include.org> or our other social media channels getting to know **Include** and the work we do.

To apply, please send a **covering letter/email** outlining your experience and how you are able to provide the support we need. This should be accompanied by an **up-to-date CV**. As part of the process of selection you will be invited to join a Champions group meeting on a Tuesday evening or an Include Choir session on a Wednesday evening on Zoom or in person.

If you have any queries, please email Alix Lewer at Alix.Lewer@include.org or call 07446 897835 for an informal chat.

Closing Date: 5pm Monday 22nd November 2024

Interviews: w/c 9th December 2024

We look forward to hearing from you.

