

Job Description

Post: Co-Production Coordinator

Responsible to: Head of Services

Contract: Full-time, Permanent

Salary: £31,518

Purpose of the role:

As Co-Production Coordinator, you will champion resident involvement by setting up and maintaining a new resident feedback system. You will ensure that our residents and ex-residents are heard and valued as experts by experience, and empower them to influence the services we provide at Jimmy's. Through establishing clear channels for resident input into organizational decision-making, you will ensure that our residents' views and experiences are at the heart of all things Jimmy's – from our service design and staffing, to our policies and physical environment. As part of our management team, you will also participate in our on-call Rota, by providing telephone guidance to staff and arranging / providing emergency shift cover as needed. Postholder will be on the rota approximately one weekend in five, between 5pm and 8am during the week, and 24/7 at the weekend.

If you are creative, resilient and passionate about co-production, this role presents the perfect opportunity for you to make a real difference to the lives of those experiencing homelessness in Cambridge!

Working Hours

The successful post-holder will work 36 hours per week, between Monday – Friday, 9am-5pm. Hours can be worked flexibly according to the needs of Jimmy's and the post-holder. The role will be based across our 2 main sites on East Road and Newmarket Road.

Main Duties & Responsibilities

- Create and maintain 3 co-production networks (Physical Environment, Staffing & Support) to ensure that resident voices are at the heart of all decision making at Jimmy's.
- Optimize and then maintain our feedback, comments and complaints system to ensure that resident concerns are heard, and acted upon, in a timely manner.
- Create and maintain an Exit Interview system for residents moving on from Jimmy's.
- Open up voluntary opportunities for current and ex residents to 'give back' to Jimmy's. Including, but not limited to, peer mentorship, food preparation and building maintenance. Act as a 'line manager' for these volunteers, to ensure they get the most out of the opportunity.
- Work closely with our Communications team to support residents to share their experiences of Jimmy's and homelessness with our supporters.

- Set up and run a new Resident Newsletter.
- Provide cover for our other Team Leaders during times of sickness and annual leave.
- Participate in on-call rota by providing guidance to staff and arranging / providing emergency shift cover. Postholder will be on the rota approximately one weekend in five, between 5pm and 8am during the week, and 24/7 at the weekend.

General Duties / Responsibilities

- Attend regular service managers' meetings, and represent Jimmy's at external partner and stakeholder meetings as required.
 - Be present across our sites, finding creative ways to engage with residents and ex-residents.
 - Attend to administrative duties related to the post.
 - Other duties as reasonably required, as Jimmy's develops and/or the role requirements change.
 - Take responsibility for personal training and development, and attend appropriate supervision and training sessions.
 - Adhere to, and at all times have an awareness and understanding of, Jimmy's policies and procedures.
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Person Specification

Essential:

- Commitment to the core values of Jimmy's.
- Experience of working with a 'hard to reach' client group and/or individuals with complex needs and a history of homelessness.
- An understanding of co-production and a genuine and demonstrable commitment to the principles of trauma-informed, relationship-based, person-centred and strength-based practices.
- Experience of engaging creatively with vulnerable adults.
- Excellent communication skills and the ability to connect with people from a range of backgrounds.
- Experience of dealing with complex and difficult situations in relation to the provision of a service to people presenting with multiple needs including substance misuse, mental health, dual diagnosis, personality disorders, and others.
- Experience in conducting dynamic risk assessments in complex situations involving vulnerable adults, and the ability to respond calmly in a crisis.
- Excellent communication skills, able to give clear direction and messages to a team, to residents and to stakeholders.
- Ability to respond calmly in a crisis, and to deal safely, effectively, and creatively to complex and challenging situations
- Awareness of professional boundaries
- Excellent planning, organisation, and prioritization skills
- Excellent IT Skills

Jimmy's Core Values

There are seven core values that all employees should be able to demonstrate.

1. Confidentiality
2. Honesty
3. Inclusion
4. Professionalism
5. Passion for the work we do
6. Empathy
7. Respect