



CAPITAL and Sussex Partnership NHS Foundation Trust

Role Description:

Lived Experience Recovery Worker

Responsible to: CAPITAL Team / Ward Manager / SPFT Leads

Hours of Work: 22.5 or 37.5 hours

Location: West Sussex (Langley Green, Crawley, Meadowfield, Worthing and Oaklands, Chichester)

Salary: £12.90 per hour (Equivalent to NHS Band 3 / 4: up to £13.90 depending on experience, hours and role)

Contract: Fixed Term Contract for 12 months

About CAPITAL

As one of the first user / survivor-led organisations in the UK, CAPITAL was established to bring West Sussex services, workers, and people experiencing mental health issues together to improve services and train staff, from a lived experience perspective.

Over 300 people are current members of CAPITAL, who are offered shared learning, training, workshops and community meetings, where people with lived experience lead our work.

In 2022 we were commissioned to develop and lead coproduction within the West Sussex Mental Health Community Transformation Programme. We've set up a new independent network: LEAG (Lived Experience Advisory Group), and are working on a vision for local mental health services

CAPITAL was commissioned in 2024 by the Drug and Alcohol Partnership (Public Health, West Sussex County Council) to examine and present the unique views of those with lived experience of addictions across West Sussex. This work is coproducing peer-led trauma-informed workshops and managing a Community Fund to support community initiatives and peer leadership.

CAPITAL also runs volunteer led independent Patient Viewpoint forums, capturing anonymous feedback about hospital care, treatment and support to hospital senior leaders and managers.

Purpose of the Role

This new, pilot role gives focus on embedding lived experience in ways that add value to day-to-day service delivery in inpatient settings.

Working in partnership with Sussex Partnership NHS Foundation Trust, these posts form part of a ward based recovery and activity offer within inpatient mental health settings.

The role works alongside Ward Managers, Occupational Therapists and the wider multidisciplinary team to support engagement in structured recovery focused and therapeutic activity, contributing to everyday ward life and a positive therapeutic environment.

Postholders will use their lived experience appropriately to promote hope, participation and recovery. The role also supports patient viewpoint, bringing insight from people's experiences on the ward into learning and improvement, and contributing to a shift in culture from a lived experience perspective.

As a pilot project, the work will be independently evaluated, with lessons learned for developing lived experience led roles in inpatient settings.

All work is carried out within agreed governance, supervision and safety structures.

Main Duties and Responsibilities

Ward-based recovery and activity support

1. Support the delivery of planned, structured recovery, wellbeing and therapeutic activities, co-facilitated with Occupational Therapists and ward staff.
2. Engage directly with patients on the ward to encourage participation in activity and daily routines.
3. Contribute to a visible, reliable recovery presence as part of everyday ward life.

Use of lived experience

1. Use lived experience appropriately to model recovery, motivation and self-management.
2. Build rapport through everyday interactions that support engagement and inclusion.
3. Maintain clear professional boundaries and adhere to guidance on the use of lived experience.

Working as part of the MDT

1. Work collaboratively with Ward Managers, OTs and MDT colleagues to support recovery-focused care.
2. Communicate relevant observations regarding engagement and participation to ward teams.

3. Contribute, where appropriate, to Working Together Groups, co-production activity and ward-based forums.

Quality, feedback and learning

1. Support the routine collection of patient and carer feedback (eg CAPITAL Patient Viewpoint) to inform learning and service improvement.
2. Assist with agreed Quality Improvement and co-production activity at ward level.
3. Share insights and learning through agreed processes with clinical and management teams.

Monitoring, governance and oversight

1. Contribute to activity tracking and patient feedback within agreed monitoring processes including contributing to the patient record system.
2. Adhere to SPFT policies for clinical governance, including safeguarding, confidentiality and patient safety.
3. Follow agreed escalation routes for concerns or safeguarding issues.
4. Participate fully in SPFT operational supervision, CAPITAL lived experience supervision and line management, including joint reviews and contract review arrangements.

Lines of supervision and management

These roles are employed and managed by CAPITAL, but with operational oversight and supervision on the wards.

SPFT Operational supervision	CAPITAL Line management
Shifts, weekly activity planning	Lived experience supervision
Ward protocols and processes	Links to SPFT peer support to develop and review role clarity and impact
Concerns re: patients, ward environment	Reflective peer practice re: challenges/successes
Representation of patient perspective, ideas and involvement in improvements (QI)	Linking to SPFT QI and Participation
Debriefs and reflective practice in MDT	Wellbeing and support, work/life balance, reasonable adjustments
Developing/reviewing group activities with ward staff	Personal and career development

All duties to be undertaken in a safe and responsible manner in accordance with requirements under GDPR, Safeguarding, Health and Safety regulations, established safe systems of work and CAPITAL policies, practices and procedures.

PERSON SPECIFICATION: Lived Experience Recovery Worker

Essential Qualities, Knowledge and Skills

1. Lived experience of mental health challenges and recovery, with the ability to reflect on this and use it appropriately within a structured role
2. Ability to maintain clear boundaries, including in complex or emotionally demanding situations
3. Confidence engaging people in ward based activity within a structured environment
4. Ability to work alongside clinical staff as part of a multidisciplinary team
5. Comfortable working in inpatient settings, including with people experiencing high levels of distress
6. Ability to support participation while respecting choice and readiness
7. Understanding of confidentiality, safeguarding and professional conduct
8. Commitment to inclusion, participation and improving services from a lived experience perspective

Values and Approach

The postholder is expected to work in line with:

- recovery-focused practice
- inclusion and participation
- CAPITAL's values and vision
- respect and collaboration
- learning and continuous improvement

Disclosure and Barring Service

These posts are subject to an enhanced disclosure (DBS) check.

A criminal record does not automatically prevent appointment and will be considered in line with safeguarding requirements.