



Job Description

Include Hub	Date: July 2022
Job Title: Co Production Coordinator	Area: Swansea
1. Job Details Responsible to: Managing Director Include, Project Manager (Wallich)	
Working Hours: Full Time 36.5hrs/week Contract: Fixed Term Contract ending on or before November 2026	Salary: £32,645.00 per annum (plus expenses)
2. Job Summary An exciting opportunity to work as part of a new, multi-agency partner project, Swansea and Neath Port Talbot 360 funded by the Lottery Community Fund. Swansea and Neath Port Talbot 360 aims to put people who have the most complex needs in the middle of the picture. Our philosophy is simple. If we can support the individuals who have the most challenging circumstances to remain safely and happily in housing then we will make significant strides in system change to help reduce the risks of homelessness for everyone. The position of Co-Production Coordinator will work with the SMT at Include, the Coproduction Network Wales, the Project Manager (Wallich) and wider partners to support the project to embed a strong culture of co-production. The Co-production Coordinator will empower service users/experts by experience (EBE) to become agents of change to improve and develop our service, influence wider policy and practice through the development of a Regional Coproduction Framework (Good Practice Guide). The coordinator will have an excellent understanding of the challenges and needs of those experiencing homelessness. You will need to be someone who is confident in	

communicating with people from all walks of life without judgement. We are keen to encourage those with lived experience of homelessness or trauma to apply for the role.

It is essential to the post that you are able to build relationships, work in partnership and be self-motivated.

3. Key Tasks:

Responsible for the co-ordination of project co-production with clients/service-users to inform project development and improvement.

The Co-production Coordinator will work closely with the Co-production Network for Wales to design a Regional Co-production Framework/Good Practice Guide.

Staff Management

Assist with the first line management of frontline staff and volunteers of the Include hub and management of volunteers of the 'Lived Experience Directorate' (LED). Facilitating engagement and coproduction of the LED.

You will have first line management and work closely with the Reporting Framework Coordinator

Managing Services and Delivery

To embed a culture of co-production and use the principles to ensure that individuals with lived experience are provided with an equality of opportunity to express their views, involved with the design and delivery of all aspects of the project and are represented across all levels.

Manage and develop the 'Lived Experience Directorate' (LED) – Department of Governance for the Project.

Consult with and involve clients in the development and delivery of services

Use coproduction to inform service development at every stage and level.

Research, develop, organise and deliver activities both formal and informal to facilitate coproduction

Deal with ad hoc issues and enquiries

Develop and deliver workshops

Assessing and managing risk (premises and person centred)

Ensure health and safety compliance

Attend meetings and liaise with external stakeholders

Comply with company policies and contractual obligations

Monitoring and Evaluation

Act as a critical friend for the project with the aid of the LED.

Support ongoing monitoring and evaluation.

Ensure project outcomes and requirements are recording and reported

Support the MD/Project Manager in preparing reports for funders

Maintain accurate records

Use the company database

Work with the evaluation team, to evidence the impact of the project

Internal and external communication

Excellent people skills, who can communicate well with a wide range of people

Personal/Professional Development:

Take a keen interest in your own personal development and develop the business future

Keep up to date with developments of the sector

Undertake any training required for the role

Develop specialist knowledge

Person Specification

Education/ Qualifications	Degree Level / Research Degree	D	
	Expert by Experience (Lived Experience Homelessness/Trauma) or 3year plus working with homeless/multiple, unmet needs	E	
Skills/Abilities	Excellent written and verbal communication skills	E	
	Excellent listening skills	E	
	Strong organisational and administrative skills	E	
	Strong leadership & ability to motivate people	E	

include.



Skills and ability to (please evidence)	Can effectively communicate with wide range of people	E	
	Work effectively at own initiative without supervision	E	
	Plan and programme activities	E	
	Contribute to the development, delivery, evaluation and monitoring of services	E	
	Work in a diverse team	E	
	Excellent IT skills – internet, excel, word, database use	D	
	Be solution focussed	D	
	Be emotionally resilient	E	
	Manage small budgets and utilise resource well	D	
	Respond quickly in challenging circumstances	E	
	Ability to influence colleague and partners through the presentation of information (inform practice)	E	
	Ability to translate ideas and needs into reality and solutions	E	
	Ability to organise events and workshops tailored to the needs of clients	E	
	Ability to facilitate groups	E	
	Positive, and interested in system change for good		
Experience	Experience of delivering and coordinating services for homeless, offenders or similar groups	E	
	Proven experience of engagement and coproduction (preferably with homeless, those with multiple, unmet needs)		
	Experience of managing/facilitating groups	E	
	Experience of recruiting volunteers/group members	D	
	Experience of preparing reports and presenting information	E	
	Experience and awareness of safeguarding issues	E	
	Experience of influencing others/working with partners	D	
	Experience of completing activity risk assessments	D	
	Experience of assessing risk related to individuals (dynamic)	D	
	Experience monitoring outcomes	D	
	Experience reporting to funders	D	
	Experience of reporting to funders	D	
Knowledge /	Knowledge of the importance of maintaining appropriate	E	

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Email: info@include-uk.com

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Understanding	boundaries		
	Experience of working in a Psychologically Informed d Environments and in a trauma informed way		
	Relevant training in dealing with trauma/ suicide or similar e.g. - Understanding of support needs of those who have experienced trauma (e.g. childhood abuse) and how to respond to this, ASIST trained etc	D	
	Understanding and awareness of GDPR, working with confidential information and a commitment to data protection	D	
	Lived experience, family/friend or personal involvement with homelessness/similar	D	
	Good knowledge of local services	D	
Personal	A grounded individual, committed to a non-judgemental approach	E	
	A change maker		
	Resilient and adaptable when working with those who have multiple, unmet needs		
Other	Willing to occasionally work evenings or weekends with notice, if required	E	
	Willing to occasionally travel out of the area where required	E	

VALUES

All role holders within are expected to live the organisational values and to demonstrate these throughout their work.

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Core Values and Objectives

**Equality
Respect &
Inclusion**

**Better
Health &
Well-Being
for All**

**People,
Strengths,
Resilience**

**Partnership
&
Connection**

**Quality,
Vision &
Growth**

**Equality
Respect &
Inclusion**

Everybody deserves to have access to the things that meet our basic needs, deserves to be treated as individuals, with dignity, not be hungry, judged or left in the margins. Inclusivity is at the heart of our approach; we aim to be there for people no matter how many times they need us and that change takes time and patience.

**Better
Health &
Well-Being
for All**

We believe that people can help heal people. We take a trauma responsive approach to helping others manage their understandable difficult thoughts, feelings and behaviours. Looking for new ways to hold hope and motivation for people along their journey.

**People,
Strengths,
Resilience**

We walk alongside those we are there for. We believe in lived experience informing and delivering at every level of our organisation. Working with whole communities, using people's skills and strengths to develop new, positive narratives and futures.

**Partnership
&
Connection**

Our services aim to bring people a sense of normality and belonging. We're all human and deserve chances. At the heart of what we do is 'engagement' in safe spaces. We work extensively in partnership and value the support, connection and comradery that colleagues bring to our staff and members alike.

**Quality,
Vision &
Growth**

We priority quality over quantity, aiming for real change. We prefer to be person led not contract driven. We continuously adapt and pilot new things in response to the needs of our communities. We devote time to consult and shape initiatives that affect those we support. We are not afraid to speak out and challenge and admit where things could be better.