

Role Description



Job Title	Service User Engagement Officer
Service	Service User Engagement (across services)
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To deliver Service User Engagement across services
Base	The role will be based at our Head Office in Martlesham Heath, Suffolk
Starting Salary	£23,768 per annum
Working Hours	Full time (37.5 hours per week)

Job Overview

The aim of this role is to promote the engagement and participation of people with lived experience across all elements of ACT's services and deliver activities which engage people in a meaningful way. ACT seeks an enthusiastic, personable and motivated individual to drive our Service User involvement activities across a range of services and promote the benefits of user involvement within the organisation.

The views and lived experiences of those who have benefitted from ACT services will provide a level of insight that will contribute to the forming of strategic directions. As a charity, ACT should be informed by those we serve and as such, we are seeking to increase our ability to evidence meaningful Service User involvement and directly involve those that utilise our services in the shaping of our current and future activities.

Responsibilities and Duties

- Building service user groups and forums, facilitating these as meaningful places of engagement
- Creating and delivering opportunities for service users to participate in positive activities, such as creative arts, outdoor activities, group cooking sessions and away days.
- Working alongside colleagues in ensuring all policies and paperwork are user-focused and accessible
- Promoting the active participation of people who, because they have used services, can bring their knowledge and experience to contribute to the design, planning, delivery and evaluation of services
- Implementing innovative methods of obtaining service user feedback and monitoring, analyzing and sharing user feedback
- Developing online engagement and communication as a further means of involvement, in conjunction with the Business Support Team.
- Raising the profile of service user engagement and its benefits.

Skills, qualifications, knowledge and understanding required

- Knowledge of ACT's services across all areas of the organisation
- Ability to effectively engage with and motivate a range of people from different backgrounds
- Skills to plan, deliver and develop ACT's approach to user engagement
- An understanding of risk assessment and risk management

- Ability to work in a solution focused way

Additional requirements

This role will involve offering support across Suffolk so access to your own transport is essential.