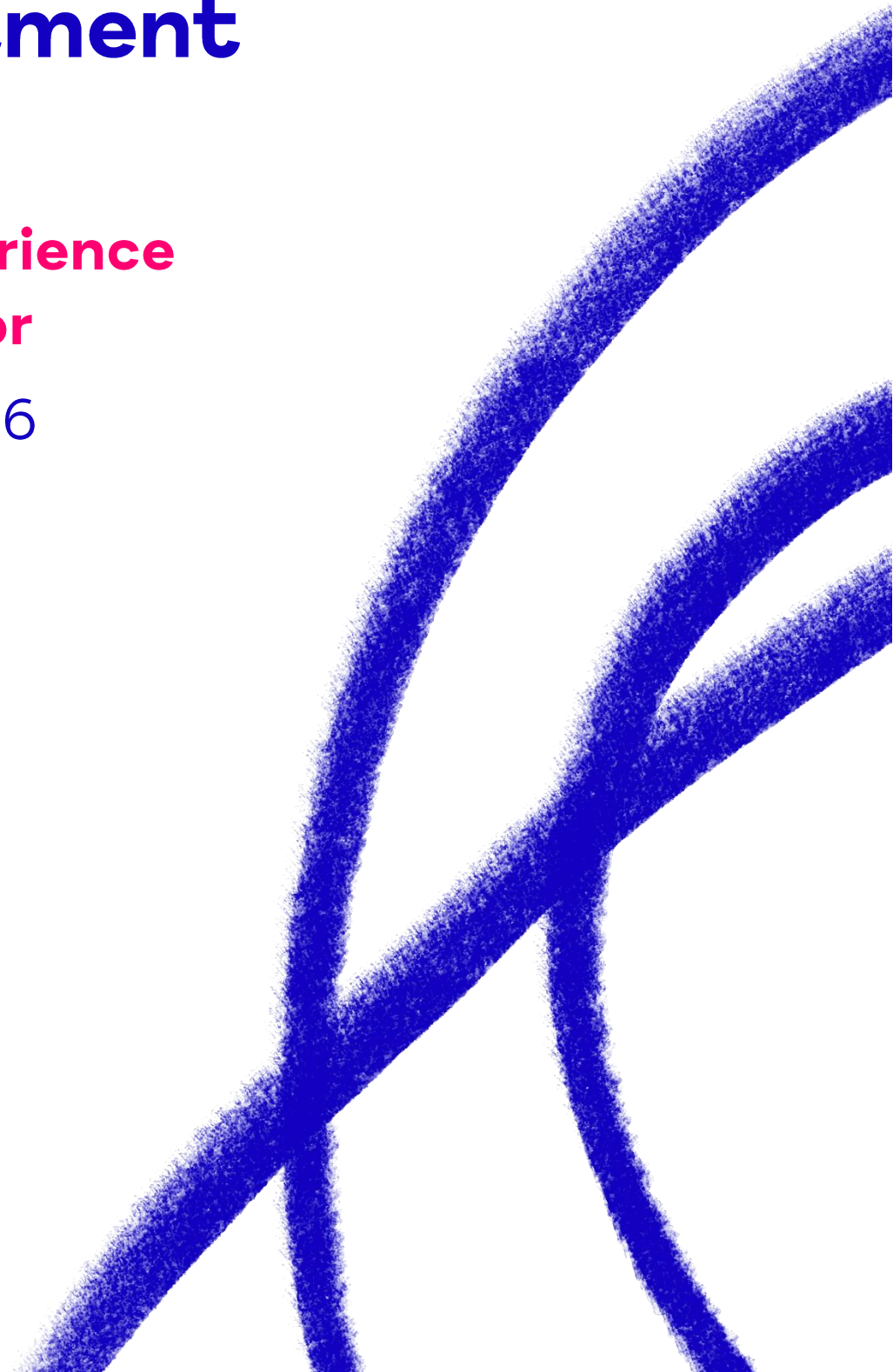


# **Recruitment Pack**

**Lived Experience  
Coordinator**

January 2026



**Thank you for your interest in  
working with Lancashire Mind**

## Who are we?

Lancashire Mind is an award winning, independent mental health charity, delivering a strategy that was co-created with the people of Lancashire. We reach over 10,000 people each year.

We're an active member of the Mind Federation, linking us with national Mind and around 100 local Mind organisations across England and Wales. This provides excellent opportunities for good practice sharing and partnership working.

**Our purpose is to support people in Lancashire to achieve the best mental health and wellbeing possible.**

To achieve this, we:

**Connect Minds** through ongoing engagement and co-creation.

**Change Minds** by challenging stigma and increasing knowledge around mental health.

**Support Minds** by being a source of help, where, when, and how people need it.

We value being:

### Real

Grounded in lived experience and making sure our work is relevant to Lancashire.

### Bold

We're not afraid to demand better for people who need our help.

### Caring

Treating people with compassion and respect and being there for people and communities in Lancashire.

### Open

Working inclusively to tackle issues and being open to new ideas.

We believe that everyone can achieve good mental health and wellbeing, and that resilience is the key to sustaining it. With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

We empower people in Lancashire to value and take care of their mental health. Our work ranges from 1:1 support for people facing multiple and complex barriers, to preventative and influencing work. We work in partnership with others to make mental wellbeing a priority.

We are determined to be an organisation that's representative of the diversity of the whole county and one that challenges the mental health inequalities faced by our communities. We're working to become a truly anti-racist organisation.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that enabling people to achieve mental wellbeing will reduce the number of people who go on to develop a mental health condition, and for those who do, to have a better chance of remaining well.

**Join us to connect, change and  
support minds in Lancashire.**



# Why work with us?

As well as striving to meet the mental health needs of our local communities, we aim to be a good employer and do what we can to provide a supportive and healthy environment for our employees.

You'll get a friendly welcome from colleagues and clear expectations about your role and how it contributes to achieving Lancashire Mind's goals.

***"I'm extremely grateful for the support I've had and the opportunities I've been given within my time working here."***

## Flexible working

We operate a hybrid working policy. For office-based roles, you'll split your time between home and our office (currently in Chorley but moving to Leyland within the next six months). You'll also spend time working in communities, at a range of different venues. Depending on the requirements of the role, we can consider remote working.

Our full-time hours are 35 hours per week. We're open to requests for flexible working hours, including compressed hours. Everyone is provided with the equipment needed to work from home or in the community.

## Leave

Full-time staff have 25 days annual leave, plus bank holidays (pro rata for part-time roles). We close for the days between Christmas and New Year, which are given as additional leave entitlement (pro rata).

We've recently introduced long-service leave. Employees who've worked for Lancashire Mind continuously for 3 years are entitled to an extra day's holiday for each full year of service, up to a maximum of 5 days (pro rata).

We've also introduced a buying/selling annual leave scheme.

We offer five paid days of emergency/compassionate leave (pro rata) to help you manage unexpected life events.

***"It's a really rewarding job and I love the team spirit."***



## Wellbeing benefits

Our workplace wellbeing scheme is provided by a small team of staff champions. They organise wellbeing activities and run surveys, giving staff opportunities to input to improving wellbeing in the workplace.

We offer an annual, paid wellbeing half-day to encourage all employees to do something positive for their own wellbeing.

Our Employee Assistance Programme gives you access to a GP advice line and emotional support 24/7, plus access to virtual GP consultations and counselling sessions.

We cover the cost of an annual standard eye test and annual flu vaccination for all staff.

***"Amazing place to work, lots of opportunities for employees to grow in roles...a focus on wellbeing."***

## Financial benefits

We offer the opportunity for staff to save for their retirement by providing a workplace pension scheme, with options for matched contributions up to 6%.

From your start date you'll be eligible for the company sick pay scheme, which increases with each year served up to 6 weeks full pay, 6 weeks half pay after five years of service.

## Learning and development

You'll have protected time during regular 1:1s with your line manager, to reflect on and plan the work you do.

We provide a wide range of learning opportunities, including shadowing other staff, as well as regular training courses.



## Who you'll work with

The Lived Experience Coordinator is a member of the Community Engagement Projects Team. You'll be joining colleagues who deliver our Connecting Communities project in racialised communities and the

Community Engagement Projects Lead, who will be your manager.

You'll work closely with other Lancashire Mind teams, particularly those delivering services for children, young people and adults across Lancashire.

Lancashire Mind aim to continually engage with local people, to understand their experience of mental health. We have a focus on communities that are more likely to face mental health inequalities, such as young people, people experiencing poverty, and people from racialised communities.

You'll work alongside members of our Youth Advisory Groups and Lived Experience Panel who are all people who have direct or indirect experience of poor mental health. These groups help to shape the development of Lancashire Mind and its projects and resources.

You'll also join a task and finish group consisting of members of the lived experience panel, trustees and staff who are working together to develop a structure for embedding lived experience decision making at all levels of the organisation.

To engage people from local communities, you'll connect with external colleagues at partner organisations that work with the communities we want to target.

## Your role

In this exciting and rewarding role, you'll work with the Community Engagement Projects Lead and colleagues across the organisation to embed lived experience. This is to ensure that lived experience voice is involved in all key decisions and organisational developments.

Lancashire Mind knows that there are multiple barriers and inequalities that stop people from accessing mental health

support. With this role we aim to empower local people to influence better access to services by sharing their lived experience.

The focus of your role will be to increase awareness about Lancashire Mind and the ways in which people can influence our work and wider services across Lancashire.

You will support the Lead to develop and deliver internal training for Lancashire Mind staff and volunteers on topics such as Asset Based Community Development, Service Design, and Coproduction. You'll also provide regular updates in meetings of the Engagement and EDI working group, to promote a consistent approach to the inclusion of people with lived experience.



You'll support colleagues to embed lived experience voice within service design and development, creating opportunities for local people to participate in shaping the work of the organisation. These could be one-off activities, such as focus groups, or longer-term, more formal roles within the organisation.

You'll facilitate our Youth Advisory Group (YAG) for 14- to 18-year-olds and our adult lived experience panel (LEP). This will include attending community events to

promote the groups, recruiting and inducting new members, coordinating regular group meetings and working with colleagues across the organisation to create an annual workplan for the groups.

The workplans could include reviewing policies, developing new resources, planning campaigns/events, evaluating services, etc. You'll work alongside the group members to decide what they'd like to focus on.

You'll have knowledge and understanding of Lancashire communities and the barriers that local people face to achieving mental wellbeing. You'll be confident, creative and able to work autonomously in the community, where you'll engage and build rapport with a diverse range of individuals and groups.

Every day will be different but a typical office day might include staying in touch with YAG and LEP members, organising meetings, liaising with the staff team to plan activities, contacting local organisations to promote participation opportunities, writing updates/reports to share with organisations that fund us to deliver coproduction activities.

Other days will be spent out and about around Lancashire meeting with people and communities, attending community events, attending training sessions and meetings/conferences.

If you are passionate about lived experience involvement and giving people a voice and you have the desire and proven ability to help people share their feedback, stories and experiences, then this role is for you.

We're looking for someone who believes in our vision of a Lancashire where everyone achieves the best mental health and wellbeing possible. Someone who is driven, ambitious and enjoys building relationships with people from all walks of life.

# Job description

**Job title:** Lived Experience Coordinator.

**Hours:** Part-time, 21 hours per week.

**Contract:** Fixed-term to 31 March 2027.

**Salary:** £25,850 pro rata (£15,510 actual per annum).

**Responsible to:** Community Engagement Projects Lead.

**Location:** based in central Lancashire (currently Chorley but moving to Leyland), with a mix office and home working and travel to meetings and activities across the county.

## Overview

In this exciting and rewarding role, you'll work with the Community Engagement Projects team, to grow and develop Lancashire Mind's approach to the inclusion of people with lived experience in the work of the organisation.

You'll support people with lived experience of poor mental health to engage in opportunities to shape the work of the organisation. Both through one-off activities, such as focus groups, and through our Youth Advisory Groups and Lived Experience Panel.


You'll be responsible for creating participation opportunities, facilitating lived experience meetings and activities, recruiting and inducting group members, and monitoring and evaluating the effectiveness of participation and coproduction activities.

It will be important to work collaboratively with colleagues across Lancashire Mind to ensure that people who use our services and those with lived experience are meaningfully involved in developing our work. You'll support teams to embed coproduction and ensure that lived experience voice is included in key decision making at all levels of the organisation.

There's an element of lone working to this role, with activities taking place in communities across Lancashire so the successful candidate needs to be comfortable with lone working and travelling around the county on a regular basis, including some evening and weekend activities.

## Main duties and responsibilities

- Support the Community Engagement Projects Lead to develop annual plans for engaging people with lived experience and including them in shaping the work of the organisation.
- Co-deliver internal training for Lancashire Mind staff and volunteers.
- Carry out research to understand Lancashire Mind's existing reach and identify communities that we're not currently engaged with or that are not represented within our lived experience groups.
- Develop and facilitate Lancashire Mind's Lived Experience Panel and Youth Advisory Groups, to support effective engagement and coproduction.
- Collate insight from group activities to feed into the development of Lancashire Mind services.

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- Work with the Community Engagement Projects Lead to test, learn from, and adapt activities.
  - Attend events in local communities to promote Lancashire Mind and opportunities for people to participate in shaping the organisation.
  - Work with colleagues across the organisation to increase opportunities for people who use services to influence our work, including working together on an equal basis to coproduce services.
  - Create opportunities for Lancashire Mind volunteers to support your work.
  - Understand and implement Lancashire Mind's policies and procedures, including key policies such as lone working, safeguarding and information governance.
  - Attend internal and external meetings and training, as and when necessary.
  - Undertake flexible working hours, including weekend and evening work when required (where possible, working hours don't go above the contracted hours but this is sometimes unavoidable so we operate a time off in lieu (TOIL) policy, this allows any time owed to be taken back at a later date).
  - Travel across Lancashire (travel expenses reimbursed, except for usual commute to and from work).
  - Undertake other duties, as and when deemed necessary by a Senior Manager.

**Please note:** Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding people who use our services. Therefore, this role is subject to an enhanced Disclosure and Barring Service (DBS) check so all applicants must be willing to undergo the check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work in the UK.

# Person specification

We only consider inviting to interview people who show that they possess the required experience, skills and personal attributes, as outlined in the table below. **When completing your application form, please use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage only (A).**

Lancashire Mind is committed to fighting racism and other forms of oppression. We want to be a great employer for all our staff, regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure Lancashire becomes a place of greater equity and inclusion. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire, and particularly those communities we know face mental health inequalities. We particularly encourage applications from those communities and from anyone with experience of living with a mental health condition.

	Criteria	Assessed at application (A) or interview (I)
<b>Knowledge and experience</b>	1. Experience in a similar role or with transferable skills relevant to developing, planning and evaluating engagement and participation activities.	A
	2. Knowledge of Lancashire communities, their diversity and varying needs.	I
	3. Understanding of barriers to inclusion and how to effectively remove them.	A
	4. Experience of engaging and working with a diverse range of people, including young people.	A
	5. Experience of facilitating group activities and supporting everyone to participate.	I
	6. Knowledge and understanding of safeguarding, including how to handle disclosures.	I
	7. Knowledge and understanding of professional boundaries, lone working and data protection.	I
<b>Skills, abilities and competencies</b>	1. Ability to communicate effectively with a wide range of people and through a variety of methods.	I
	2. Ability to work independently and be an effective team member.	A
	3. Ability to manage conflicting demands and prioritise tasks to meet deadlines.	A

	4. Ability to identify and solve problems.	I
	5. Excellent IT skills (Microsoft 365, including Excel) and the ability to learn new software packages, including video conferencing platforms and CRM systems.	I
<b>Personal attributes</b>	1. Positive, enthusiastic and friendly attitude.	I
	2. Resilient and committed to promoting mental wellbeing for all.	A
	3. A demonstrable personal commitment to equality, diversity and inclusion; and challenging discrimination.	I
	4. Takes accountability for self and holds others to account.	I



# To apply

If you would like to discuss the job before applying, contact Chris Bell, Community Engagement Projects Lead, [christopherbell@lancashiremind.org.uk](mailto:christopherbell@lancashiremind.org.uk)

## **The deadline for applications is 10am on 23 February 2026.**

Applications must be submitted using the online Lancashire Mind job application form, which can be found on the job posting's page on our career site: [Welcome to our career site - Lancashire Mind](#). Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

If you have any issues with the career site, please email [recruitment@lancashiremind.org.uk](mailto:recruitment@lancashiremind.org.uk).

Please email any queries regarding the job posting to [recruitment@lancashiremind.org.uk](mailto:recruitment@lancashiremind.org.uk). Please do not attach your CV, as we do not accept CVs in line with our Safer Recruitment Policy.

## **Interviews for this post are scheduled to take place on 10 March 2026.**

Shortlisted candidates will be notified no later than 27 February. Interviews will be held in-person at the Lancashire Mind office in Chorley.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please contact our Operations Team on 01257 231660 or via [recruitment@lancashiremind.org.uk](mailto:recruitment@lancashiremind.org.uk).

# What to expect at interview

Shortlisted applicants will be invited to attend an interview, which will usually take place at the Lancashire Mind office in Chorley. Occasionally, they are held at other venues in Lancashire or virtually via Microsoft Teams. Details of the venue and times will be included within the email invite. You can expect the following if you are attending an interview:

- All interviews include a task and set of questions asked by a panel of three people.
- Some interviews include a presentation, which will need to be prepared in advance of the interview. Where a presentation is required, we provide a minimum of 5 days' notice to allow time for preparation. We recommend applicants pencil time into their diary for preparing a presentation, in the event they are shortlisted.

- The interview task is used to test IT skills and the ability to complete a task related to the role being applied for. 30 minutes is allowed for the task, which usually takes place before you meet the panel. There's no need to do any preparation for the task.
- The panel interview will usually consist of between 6 and 8 questions and takes around 30 to 45 minutes.
- We aim to support people to feel as comfortable as possible at interview and are happy for you to ask for clarification on any of the questions asked by the panel, as well as taking a few moments to think about a question before answering. The panel will provide you with a copy of the questions they are going to ask so that you can read them as they are being asked.
- Once the panel have asked their questions, candidates can ask questions about the job and/or Lancashire Mind.
- We can adapt the interview process for individuals where required. There's space on the job application form to request reasonable adjustments.

### **Lancashire Mind**

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