

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Lived Experienced Carer Voice Representative	Grade:	Claims based contract, between 5-16 hours per month
Reports to (Designation):	Assistant Director, Adult Mental Health and Wellbeing	Grade:	N/A
Directorate:	Adult Social Care & Health	Department:	Adults Integrated Commissioning Team

Main Purpose of the job:

- This is a temporary, part-time role – approx. 5–16 hours per month, likely split over multiple days and attendance at various meetings.

Contract type: Claims based, for a tenure of 12 months.

Remuneration: £14.00 per hour claimed, or via a voucher scheme to avoid excluding benefit claimants.

This role offers unpaid carers an opportunity to represent and amplify the voices of carers within their local communities and work alongside Lewisham Council, NHS South East London Integrated Care Board (ICB), and partner organisations to co-design and shape projects that support unpaid carers across the borough.

Representatives will contribute to clearly defined programmes of work aligned to the Lewisham Unpaid Carers Action Plan and will help ensure that the lived experiences, priorities and perspectives of unpaid carers inform service development, communications, engagement activities and policy decisions.

You will be able to evidence how you can draw on carer networks and/or engage your local neighbourhood and communities to share information to support engagement with carers. This would also include promoting carer recognition/appreciation and visibility in your area.

Summary of role responsibilities:

- Build and maintain relationships with unpaid carers and local carer networks, ensuring diverse and seldom-heard voices are represented.
- Gather, share and represent carers' views and experiences to inform Council and partner-led projects and service improvements.
- Participate in co-design and co-production activities with Council, NHS and voluntary sector partners to help shape support for unpaid carers.
- Promote awareness of carers and available support by sharing information, engaging communities and distributing approved communications materials.

Important information: The role is not a clinical or wellbeing role and does not involve case management or provision of direct support to carers. It also does not involve management of complaints or advocacy. The role is focused on the unpaid carer lived experience engagement to gather carer insight to input into Council programmes.

Summary of Responsibilities and Personal Duties:

The role of the Live Experienced Carer Voice Representatives is to support the NHS South East London ICB / Lewisham Council joint commissioning team in the delivery of projects associated with the Lewisham Unpaid

Carers Action Plan, ensuring that where carer voice input is required, this represents the views of carers across Lewisham.

The Lived Experience Voice Representative will play a key role in engaging their communities to also support carer awareness and identification. This may involve attending or visiting community groups and spaces to share information and leaflets on how to access care and support in the borough for unpaid carers.

The role will act as a core contact point carers' voices across the council, using well-established networks to cascade and disseminate messages and information to support engagement with carers, including promoting carer recognition/appreciation and visibility in their area.

Key responsibilities:

- Build and maintain connections with unpaid carers and carer networks across your neighbourhood.
- Gather feedback, experiences and views from carers to inform Council and partner-led projects.
- Seek to engage with carers from diverse backgrounds and communities, including those whose voices may be less frequently heard.
- Represent the collective views of carers rather than individual interests or experiences.
- Participate in co-design and co-production activities linked to the Lewisham Unpaid Carers Action Plan.
- Work collaboratively with Council officers, NHS partners and voluntary sector organisations to inform service development and improvement.
- Contribute lived experience perspectives to specific projects, consultations, engagement activities and communications initiatives.
- Help identify opportunities to improve how carers are recognised, supported and engaged across Lewisham.
- Distribute approved information and promotional materials where required.

This role may involve signposting carers to information and services in their neighbourhood but would not require case management.

Personal attributes sought

- Current or recent experience as an unpaid carer.
- Good understanding of the opportunities and challenges experienced by unpaid carers.
- Strong connections with local communities, networks or groups.
- Ability to listen to and represent a range of views fairly and objectively.
- Good communication and interpersonal skills.
- Commitment to equality, diversity and inclusion.
- Ability to maintain confidentiality and appropriate professional boundaries.

Training & Support

- Those appointed into the role will be offered an induction and training programme. The role will be linked to voluntary sector partners for ongoing guidance and support.

Location of work

- The Carer Lived Experience Voice Representative would be expected to work within their relevant assigned neighbourhood (which may be where they live) and also at times attend sessions at the Civic Centre or Laurence House in Catford. A base will also be made available with Together for Wellbeing at the Albany to engage with other community engagement roles, peer workers, and volunteers for networking and supervision.

Accountability and management

The Lived Experience Carer Voice Representative will support the NHS South East London ICB and Lewisham Council Joint Commissioning Team in delivering priorities identified within the Lewisham Unpaid Carers Action Plan. Additional support may also be available from Together for Mental Wellbeing who are a provider in the borough who have experience supporting community engagement and outreach roles as well as volunteers and peer support workers.

Representatives will be expected to:

- Attend agreed meetings and engagement activities.
- Notify the Council where caring commitments may affect participation.
- Work collaboratively and respectfully with carers, council officers and partner organisations.

- Maintain confidentiality and information governance requirements where applicable.

Purpose & Success Measures:

- Clear objectives and measurable outcomes will be agreed at the outset, with regular reviews and a robust evaluation process to ensure effectiveness and adaptability.
- The Council is committed to learning from similar initiatives in other boroughs and will regularly review and adapt the pilot based on feedback and evaluation.

Why apply?

This is an opportunity to:

- Help shape services and support for unpaid carers in Lewisham.
- Ensure carers' experiences directly influence local decision-making.
- Raise awareness and recognition of unpaid carers within your community.
- Develop skills in engagement, co-production, communication and community leadership.
- Build connections with local organisations and community networks.
- Contribute to meaningful improvements for carers across the borough

Internal Contacts:

These include NHS South East London ICB / Lewisham Council joint commissioning team,

External Contacts:

This will include the current commissioned provider for the service to the Maximising Wellbeing of Unpaid Carers, carer networks across the borough, e.g. LD Complex Carers Group, Primary Care Carers Network.

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

How to apply?

Please send your CV and supporting statement to: proudtocare@lewisham.gov.uk

Your supporting statement should clearly explain:

- Your experience as an unpaid carer
- Your connection to your local community in Lewisham and which neighbourhood you will be able represent
- How you would represent the voice of carers
- Any experience of engagement, listening, or working with groups

Application deadline - Friday 31 July 2026 at 5.00pm

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

Job Title:Lived Experienced Carer Voice **Grade:** Claims based contract

Department: Adults Integrated Commissioning Team

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S
Knowledge	
Aptitude	
Lived experience of accessing assessment and support services for unpaid carers.	S
Able to canvass and represent the views of unpaid carers from a range of communities living within Lewisham to ensure all voices are heard and listened to.	
Passion for collaboration and partnership working, able to engage, influence and secure shared ownership of objectives/goals.	

Able to facilitate and encourage active engagement.	
Skills	(To Be Tested – T)
Skills can only be used as shortlisting criteria if the skill is to be tested	
Experience	
Experience of participating in meaningful and supportive community listening and coproduction exercises, including making adaptations/reasonable adjustments to secure engagement from individuals with a range of accessibility levels	S
Strong commitment to apply co-production, ensuring engagement and involvement of citizens and communities that represent unpaid carers in the Lewisham borough.	
Ability to engage visibly and effectively with a range of partners and stakeholders	
Confident to raise difficult issues and provide appropriate challenges to facilitate and strengthen relationships between partners, overcoming conflict where necessary	
Ability to plan and chair collaborative meetings on a rotating basis within the Advisory Group.	
General Education	
Personal Qualities	
Circumstances	
Living in one of the four Lewisham Neighbourhoods as defined by Adult Social Care	S
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required **Basic** ☐ **Standard** ☐ **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)