

# SUPPORTING AND DEVELOPING PEOPLE WITH LIVED EXPERIENCE

Alongside traditional in work development practices it is beneficial to consider some of the additional needs staff with lived experience may also need support with. Developing a Lived Experience Development pathway through formal and informal learning can provide additional support and progression opportunities.

In the table below we highlight some of the additional challenges that may be faced by people with Lived Experience and practical considerations you could apply to remove these barriers.

<i>Identified Barrier/Challenge</i>	<i>Positive Action for best practice</i>
<i>Limited work experience in a professional setting</i>	<ul style="list-style-type: none"> <li>• Incorporate sessions on the wider organisation into inductions (including overviews of the role and functions of core central services such as HR, Finance &amp; IT Support teams, Organisational Leadership &amp; Governance)</li> <li>• Provide opportunities to shadow a wide range of roles outside of service delivery.</li> <li>• Provide guidance and training on organisational culture, Equality &amp; Diversity, Safeguarding, Professional boundaries, Communication, and interpersonal skills)</li> <li>• Identify local training providers that offer specialist training such as Digital literacy and literacy and numeracy skills.</li> </ul>
<i>Support for Neurodivergent conditions</i>	<ul style="list-style-type: none"> <li>• Develop work related strategies for Neuro inclusivity by creating a safe</li> </ul>

	<p>environment that positively promotes support available.</p> <ul style="list-style-type: none"> <li>• Upskill staff with line management responsibilities on neuro inclusive practice, adapting working practices and how to better support individuals.</li> <li>• Provide working guides on how to use digital software such as Microsoft 365 dictate, Immersive reader or read out loud functions.</li> </ul>
<p><i>Managing self-care, triggers &amp; risk of re-traumatizing</i></p>	<ul style="list-style-type: none"> <li>• Identify wellbeing support needs within safer recruitment practices. (i.e., levels of support, previous experiences, mental health and current emotional wellbeing are assessed, and preventative actions put into place for managing and supporting at risk volunteers).</li> <li>• Risk of re-traumatizing has been considered when designing roles for people with Lived Experience and appropriate safeguards put in place.</li> <li>• Upskill managers on identifying, managing, and supporting possible triggers (Trauma Informed Practice)</li> <li>• Incorporate training sessions for managing emotional wellbeing such as self-care techniques, emotional resilience and supporting individuals who have experienced Trauma and Mental Health First Aid.</li> <li>• Wellbeing support procedures include providing support such as</li> </ul>

	<p>access to clinical supervision, and referrals to specialist services.</p>
<p><i>Tailored In Work Support &amp; Development</i></p>	<ul style="list-style-type: none"> <li>• Incorporating individualised training needs into development plans through goal setting.</li> <li>• Include lived experience workforce development priorities within organisational learning and development strategies.</li> <li>• Set up partnerships and referral links to signpost to services for further development or access to accredited qualifications.</li> <li>• Implement formal coaching and mentoring practice for personal development, encouraging buddying and shadowing</li> <li>• Upskill supervisors and mentors to facilitate effective coaching.</li> <li>• Dedicate time and resources for supervisors to undertake development support with volunteers including opportunities to show volunteers how to put their training into practice.</li> <li>• Signposting volunteers to paid employment opportunities in other organisations and supporting volunteers to prepare for paid employment including employability skills.</li> </ul>