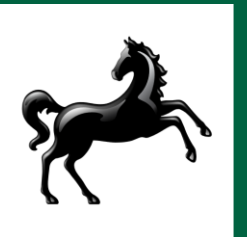
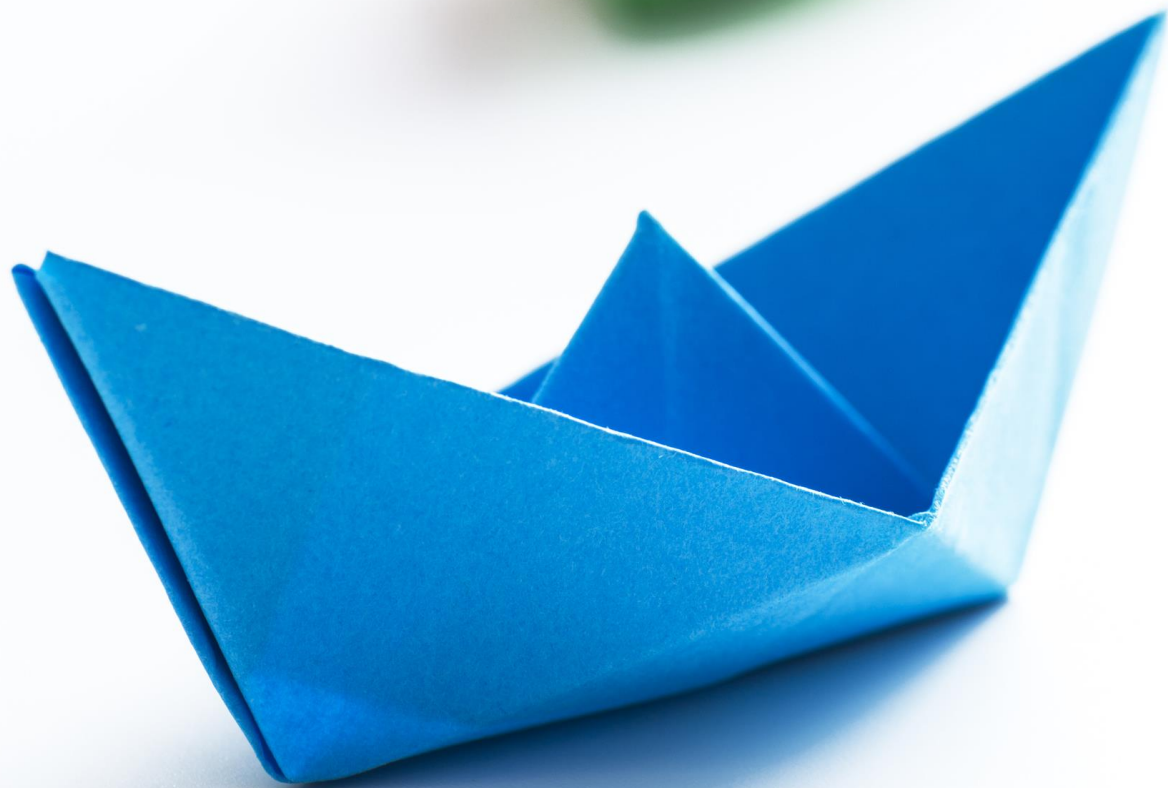


# Lived Experience Leadership Programme Pilot – Session 6

March 2024

LLOYDS BANK  
FOUNDATION  
Channel Islands





# A Volunteer's Journey

Martine Ellis and Paula Harriott  
19 March 2024

# Plan

Over the next hour...

- **Martine:** client → volunteer → employee (20 mins)
- **Paula:** managing the transition from volunteer → employee (20 mins)
- **Activity:** the do's and don'ts of working with volunteers (20 mins)



# Martine Ellis

From Client to Volunteer to Employee

# My Lived Experience

- **Life before 30...**
- **Age 30:** director of an international finance company → trainee lecturer in further education (burnout)
- **Age 42:** initial consultation with Autism Guernsey (AG) about possible autism → **client**
- **Age 43:** private autism diagnosis
- **Age 44:** started volunteering for AG as a trainer → **volunteer**
- **Age 45:** left education and started working for AG part-time as education manager → **employee**



# Reflections

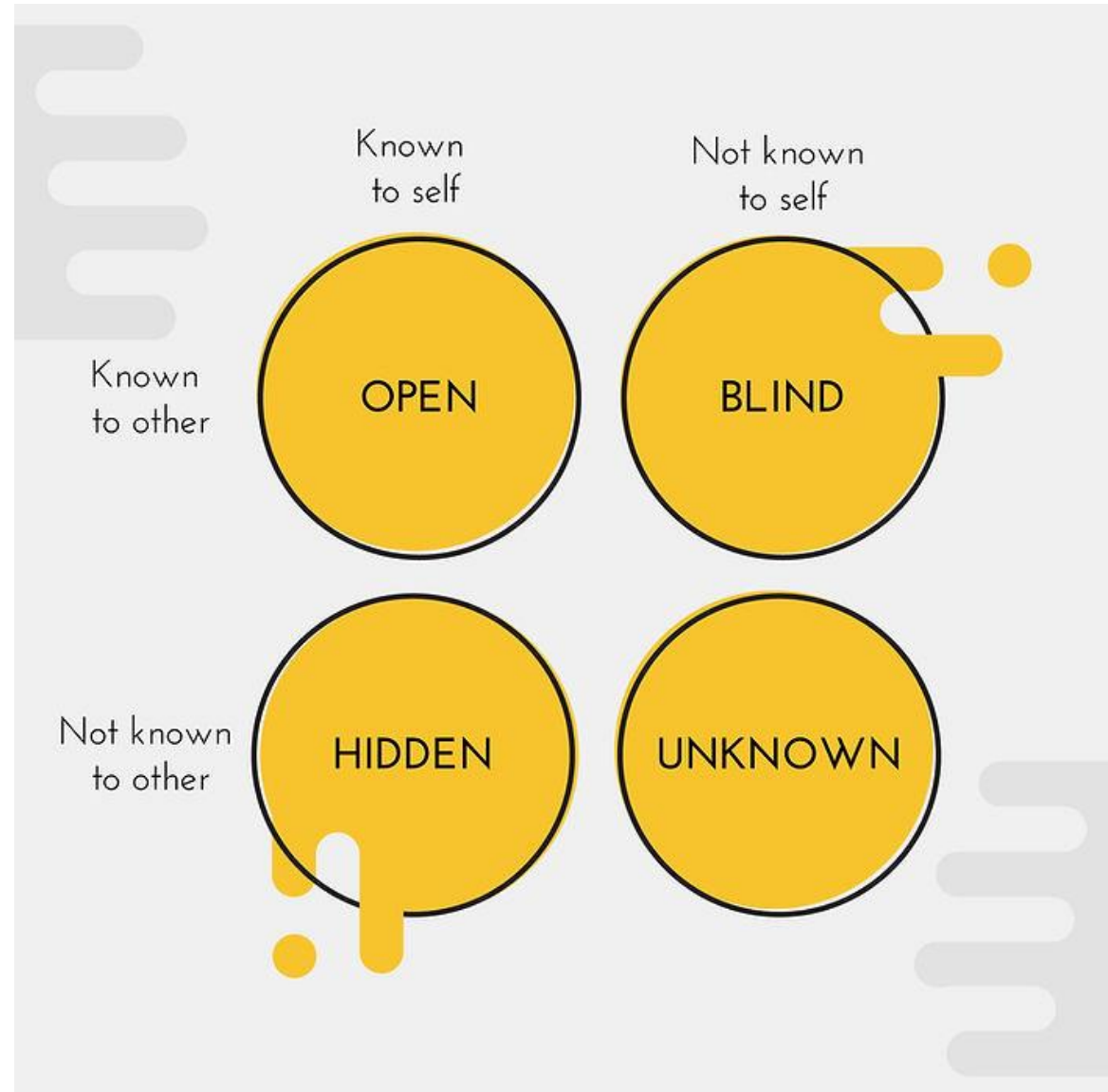
## What went well?

- Experienced the charity from all angles.
- No real interview needed.
- Involved in writing job description.
- My needs are well understood and accommodated.
- Starting from a place of openness.

## What were/are the challenges?

- Navigating the change and a new (to me) sector.
- Small team with role cross overs.
- Boundaries around work and volunteering.
- Only person with **lived** experience... "other".
- Life as "a professional autistic" (boundaries again – Johari Window).

# Johari Window




[Image source and article](#)



# Paula Harriott

Managing the Transition from Volunteer to Employee



BRINGING YOUR LIVED  
EXPERIENCE TO WORK

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# WHAT SHOULD EMPLOYERS THINK ABOUT

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- **Reflect your customer profile**

Some less enlightened employers and co-workers can stigmatise and discriminate against lived experience

- **Create positive role models**

When a person with lived experience takes up employment, they can be seen as a role model, embodying hope for others who may be currently unemployed or trapped in unrewarding, low-status occupations. **'if they can make it, then so can I.'**

# WHAT SHOULD EMPLOYERS THINK ABOUT

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- **Add credibility to the organisation**

Appointing people with a lived experience can send out a message about the credibility of the organisation and its approach.

- **Promote a positive culture**

Encouraging staff in general to be open about their own difficulties will create a more recovery-focused, hopeful and positive culture in the organisation and that this will benefit people using the service

Creation of the right climate at work that promotes 'psychosocial safety' for lived experience is good for mental health

# WHAT SHOULD EMPLOYERS THINK ABOUT

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- Advertise roles clearly so people feel included from the outset
- Arrange support
- Make repeated and public declarations about the open and welcoming culture of the organisation
- Link together staff with lived experience so that employees have an opportunity of offering and receiving peer support if possible
  - Identify established employees who are willing to take up a mentoring role. This should be offered to staff, rather than waiting for new employees to ask and can be especially valuable for new staff in the earliest days with the organisation

# WHAT SHOULD EMPLOYERS THINK ABOUT

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- Ask new employee if they want to disclose openly going forward? Don't introduce them as the lived experience employee if they don't want to be identified.
- However, hiding a part of your history can lead to feelings of dishonesty and exacerbate feelings of fear and shame so revisit in supervision as confidence develops
- Who will see their records? Can we seal them? Remember it's a fragile identity, people can develop imposter syndrome and doubt themselves so protection of privacy is key

# WHAT SHOULD EMPLOYERS THINK ABOUT

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- Disclosure

Help new employees with a way of keeping it brief and talk about managing professional boundaries in new role

Practise storytelling wisely

- Career Development

Plan ways to build career path and invest in additional learning if there are gaps

Some will prefer to choose a different specialism and so relegate their lived experience to a single aspect of their life, rather than the single defining characteristic that dominates all others

# WHAT SHOULD EMPLOYERS THINK ABOUT

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- Clarify expectations from day 1 and repeat in regular supervision
- Make plans for wellbeing and managing triggers
- Don't be afraid to manage poor work practice and capability; just fit in regular supervision and support
- Think about staff get togethers and pay differentials
- Be aware of any silent quitting!

# RESOURCES

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- [https://peterbates.org.uk/wp-content/uploads/2017/04/how\\_to\\_take\\_your\\_lived\\_experience\\_to\\_work.pdf#:~:text=When%20a%20person%20with%20lived%20experience%20takes%20up,they%20can%20make%20it%2C%20then%20so%20can%](https://peterbates.org.uk/wp-content/uploads/2017/04/how_to_take_your_lived_experience_to_work.pdf#:~:text=When%20a%20person%20with%20lived%20experience%20takes%20up,they%20can%20make%20it%2C%20then%20so%20can%20)
- [Involving-people-with-lived-experience-in-the-workforce-2020.pdf](#)  
([tnlcommunityfund.org.uk](http://tnlcommunityfund.org.uk))
- [Directory of Social Change - 5 ways to help your team bring their lived experience to work](#)  
([dsc.org.uk](http://dsc.org.uk))
- [\(3059\) How to support a person with lived experience in the workplace | Peer Work Hub - YouTube](#)



# Activity

The Do's and Don'ts of Working With Volunteers

# Activity Instructions

## Timing

- 15 minutes discussion
- 5 minutes review



## Task

- Padlet: [padlet.com/martineag/volunteers](https://padlet.com/martineag/volunteers)
- **OR** short link: [bit.ly/agvolunteers](https://bit.ly/agvolunteers)
- Note your group number
- Nominate a scribe (with a laptop) and write under your group number's column
- **Talk about your experience...**
- Note Do's and Don'ts separately (see example).

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jlepoidevin@lloydsbankfoundation.org.uk



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