



The Maya Centre
counselling for women

Job Pack

Co Production and Lived Experience Lead (VAWG & Mental Health)



Key Information

Organisation: The Maya Centre

Location: London (Office and community-based)

Salary: £35,000 – £37,000 pro rata

Contract: Fixed term – 2 years

Hours: 21 hours per week (3 days)

Reports to: Chief Executive Officer (CEO)

Responsible for: Project's staff and volunteers

About The Maya Centre

The Maya Centre provides intercultural counselling and mental health support for women from diverse ethnic and cultural backgrounds. For over forty years our services have responded to the needs and lived experiences of the women we support.

Around 85% of women accessing Maya's services have direct experience of violence against women and girls (VAWG). Survivor involvement and lived-experience leadership are therefore central to how we design, deliver and evaluate our work.

Through recent development funding, we are deepening our approach to co production and systems change, ensuring women move from being service users to active partners and leaders influencing services, policy and practice. This post is part of an exciting two year pilot that will build the foundation for a longer term, sector wide programme of systems change beyond 2028.



Role Overview

The postholder will lead The Maya Centre's systemic change work by embedding co-production with women with lived experience across service design, partnership development and organisational learning. This role goes beyond programme delivery—it centres leadership, co-production and service development driven by lived experience, with strong potential for professional growth towards leading the Centre's future systems change strategy.

The role combines strategic leadership, partnership building and hands-on project management, ensuring the programme delivers meaningful change both within the organisation and across the wider system of support for women. The postholder will work closely with the CEO to shape and share strategic leadership for the programme and to develop a clear strategic leadership pathway for this area of work over time.

The role will:

- Lead co-production and systems change activity grounded in lived experience.
- Build The Maya Centre's holistic service model informed by women's lived-experience voices.
- Work closely with the CEO, Partnership and Outreach Coordinator, and Women's Engagement and Support Worker to build strong internal systems of support and services, develop effective partnerships and share learning with the wider sector.
- Strengthen lived-experience leadership pathways within and beyond the organisation.
- Contribute to developing a five-year roadmap for sustainable systems change.

Key Responsibilities

1. Lead Systemic Change: Co-production & Service Model Building

- Lead implementation of The Maya Centre's two-year workplan for internal systemic change through co-production with women with lived experience, with strategic support from the CEO.
- Identify systemic barriers affecting women's access to VAWG and mental health services, and design practical, co-produced responses.
- Lead service development grounded in lived-experience insight and co-production, ensuring learning informs The Maya Centre's service model.
- Work with therapists and staff to ensure new and existing models reflect trauma-informed and culturally responsive practice.
- Produce learning and recommendations for CEO, trustees, partners and funders to guide future organisational direction.
- Work with the CEO to identify future funding opportunities, partnership models and ways to embed learning into core services.
- Contribute to developing a long-term systems change plan focused on the needs of women experiencing VAWG and mental health challenges.

2. Co-Production & Lived-Experience Leadership (Practice)

- Build on and further develop The Maya Centre's existing pipeline of Experts by Experience (EbyE) groups who influence service design, governance and wider system development.
- Strengthen and facilitate existing structures for meaningful participation, including advisory groups, co-design workshops and leadership opportunities, and develop new approaches where needed.
- Lead and coordinate the ongoing recruitment, training and mentoring of women with lived experience to take active roles in shaping services and organisational decisions.
- Ensure all engagement activities remain accessible, inclusive, trauma-informed and culturally responsive, embedding good practice across the organisation.

Key Responsibilities

3. Programme and Project Management

- Plan, coordinate and deliver the two-year workplan, ensuring progress against objectives, milestones and outcomes.
- Develop a delivery framework and monitoring system for the project.
- Maintain project governance, risk management and reporting processes.
- Translate learning from the programme into recommendations for future organisational and systems change work at The Maya Centre and with partners.
- Work with the CEO to ensure the project aligns with organisational strategy, values and safeguarding commitments.

4. Women's Engagement and Team Leadership

- Line manage project staff and volunteers, providing supervision, guidance and professional development.
- Oversee the development and facilitation of women's groups and forums.
- Work closely with project staff, facilitators and learning consultant to ensure group programmes and engagement activities are psychologically safe and responsive to women's needs.
- Ensure safeguarding, wellbeing and reflective practice are embedded across all engagement activities.

Key Responsibilities

5. Partnership Building and System Influence

- Work closely with the CEO, Clinical Director and Office and Systems manager to develop strong internal systems and services that embeds learning from lived experiences.
- Work closely with Outreach and Partnership Coordinator to build and maintain effective partnerships with organisations across the mental health and VAWG sectors to support women's needs and share learning.
- Collaborate with grassroots and voluntary sector organisations to promote trauma-informed, co-produced approaches.
- Represent The Maya Centre in relevant partnerships, networks and strategic forums, ensuring women's lived-experience insight informs discussion and decisions.
- Use learning and evidence from co-production work to inform practice, commissioning conversations and service redesign in the wider sector.

6. Monitoring, Evaluation and Learning

- Develop monitoring and evaluation frameworks to measure project outcomes and impact.
- Collect and analyse quantitative and qualitative data, including women's feedback and case studies.
- Facilitate reflective learning sessions with staff, women and partners.
- Share learning across the organisation and the wider sector.

Person Specification

Essential Experience

- Significant experience in managing complex projects or programmes within the voluntary, community, health or social care sector.
- Proven experience in working with women or communities affected by trauma, violence, abuse or multiple disadvantage.
- Proven experience of co-production, participation or lived-experience leadership in service design or system change.
- Proven experience in line managing staff or volunteers.
- Proven experience in monitoring projects and producing reports.

Essential Skills and Knowledge

- Strong project management skills including planning, risk management and problem-solving.
- Understanding of trauma-informed and culturally responsive practice.
- Knowledge of co-production and participatory practice.
- Knowledge of VAWG and/or mental health sectors.
- Excellent communication, facilitation and relationship-building skills.
- Ability to analyse information and translate learning into service and systems change.
- Good understanding of safeguarding, professional boundaries and ethical practice.
- Degree-level qualification (or equivalent) in social work, public health, social policy, community development, project management or a related field OR substantial equivalent experience.

Desirable

- Lived experience relevant to the communities served by The Maya Centre.
- Experience of systems thinking or systems change initiatives.
- Experience working alongside therapists or clinical teams.
- Training or qualification in trauma-informed practice, co-production or systems leadership.

Person Specification

Values and Attributes

- Commitment to women's rights, equality, diversity and inclusion.
- Collaborative and reflective approach, comfortable working with complexity and change.
- Ability to balance strategic thinking with effective project delivery.
- Emotionally aware and able to maintain professional boundaries in work involving trauma.
- Curiosity and motivation to contribute to a long-term systems change vision for women's mental health and VAWG.



To Apply

Female applicants only

This role is exempt under Schedule 9, Part 1 of the Equality Act 2010, as it is a genuine occupational requirement for the postholder to be female due to the nature of the services provided.

To apply

Please send your CV and a Personal Statement of no more than 4 one sided A4 pages, explaining how your experiences, skills and knowledge aligns with the requirements in the Person Specification section.

Note: CVs without a Personal Statement will not be considered.

Deadline to apply is 6th April 2026, 12 pm.

Interviews will be scheduled for the week commencing 12th April 2026.

Applications will be assessed on a rolling bases.

If you have any questions, please email admin@mayacentre.org.uk.