

Richmond Borough Mind



For better  
mental health

## **Richmond Borough Mind Service User Representative Role Description and Person Specification**

### ***Role definition: Communication User Rep***

#### **Purpose:**

The Communication User Rep will work with RB Mind's communication lead, to assist in the production of any new materials being produced by the organisation. The Service User Rep will act in an advisory position and assist the communications lead produce materials that are appropriate to the needs of the organisation and those of mental health service users.

The role will help make key design and content decisions as part of the production of any materials produced, and also help formulate any communication aspects of the organisation. Importantly the Communication User Rep will also communicate and inform other users of what communication work is taking place within the organisation.

This role can be done remotely (via email contact) or also be done in house (with hours being made in RB Mind's Main Support Office).

#### **To take part in:**

1. Attend all communication related meetings and represent the views of the service user forum.
2. Represent / Report any information on communication issues at RB Mind's Service User Forum
3. To inform other service users of developments taking place within the organisation around communication functions.

#### **Duties:**

1. To value the experience and expertise of all group members and service users however obtained.
2. To serve as a service user representative on issues relating to communication and in that role advise the effective means of communicating with service users.

3. To prepare for any meetings by being familiar with the items on the agenda and the related issues, getting support where necessary, sometimes from partner colleagues.
4. To give as much notice as possible of inability to attend a meeting and especially if wishing to resign.
5. To take part on occasion in training and support meetings for users and carers.
6. To contribute to team development within RB Mind's Service User activities.
7. To make a commitment to learning and developing skills in partnership working.
8. To be an ambassador for issues pertaining to RB Mind's communication functions.
9. To help share information arising the group you represent by contributing to publications in both the voluntary and statutory sectors.
10. To make an effort to find out the views of other users and carers.
11. To reflect the views of service users and / or carers, particularly groups experiencing social exclusion.
12. To behave in a way that makes meetings as effective as they can possibly be.
13. To behave in a way that makes sure that all group members have equal access to information.
14. To proof read or provide opinion on any new communication material being produced, be it a service leaflet, or What's On.
15. To assist in the wider developments and functions relating to communications within RB Mind.

### **Personal qualities**

1. Experience and expertise as a user of services provided by Richmond Borough Mind.
2. An interest in the concerns of, and priorities for people who use RB Mind Services
3. A commitment to working with others to improve and develop good quality services within Richmond Borough Mind.
4. A commitment to ensuring that the interests of the overall users of a particular service are reflected in the Service User Forum, your given representative service and in the work of RB mind.

5. An ability to work within the boundaries of RBMind.
6. A willingness to take part in initial training sessions and subsequent team development sessions.
7. A willingness to be available to serve as a member of the RB Mind Finance Sub-Committee for at least the equivalent of one day each month.
8. A willingness to serve as a member of the Service User Forum up to a year and then later reviewed.
9. An ability to identify where your personal interests may be different from those of other users and carers, and to declare when this is necessary.
10. An interest and knowledge of communication practices and functions within the none for profit sector.

**User (name):** .....

**Signature:** ..... **Date:** .....