

Richmond Borough Mind



For better
mental health

Richmond Borough Mind Service User Representative Role Description and Person Specification

Role definition: Service User Representative for Fundraising and Marketing Sub-Committee

Purpose:

The purpose of the Service User Representative is to confidentially represent service user's perspective and insight in RB Mind's Fundraising and Marketing Sub-Committee. In order to ensure transparency of how this committee operates, and that its work is conducted within the charitable purposes of the organisation.

The Work of the Fundraising and Marketing Sub-Committee is to observe, create and implement any income generating activity of the organisation. This group monitors progress of any bids, and ensures that the charity has a steady stream of income being generated for the purposes and work of the organisation. The members of this group also volunteer and take part in any of the community fundraising activities that are generated as part of the work of this group.

Additionally this group also focuses on the marketing activities of the organisation, the materials that are being produced and how they are used to effectively market the organisation and the work that it does.

As a user representative, you would ensure that you would be privy to all information about the inner workings of the organisation around communication and fundraising, are able to ask pertinent questions and transparently observe and be part of any decisions made by this group.

To take part in:

1. Attend all Fundraising and Marketing Sub-Committee Meetings and represent the views of the service user forum.
2. Represent / Report any information from the Fundraising and marketing Sub-committee at RB Mind's Service User Forum
3. To inform other service users of developments taking place within the organisation.

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 at the Fundraising and Marketing Sub-Committee and support the involvement work of RB Mind, and the needs of those who use its services.
3. To prepare for 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 Fundraising and Marketing Sub-Committee
9. To help share information arising from 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.

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's Fundraising and Marketing 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.

User (name):

Signature: **Date:**