

Richmond Borough Mind



For better
mental health

Richmond Borough Mind Service User Representative Role Description and Person Specification

Role definition: Service User Representative for Personnel Sub-Committee

Purpose:

The purpose of the Service User Representative is to confidentially represent service user's perspective and insight in RB Mind's Personnel 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 Personnel Sub-Committee is to monitor all HR functions and practices of the organisation. This group looks into all HR practices that are undertaken by the organisation, and create new organisation policy relating to HR, policies and practices could include those relating to annual leave, appraisals and training of all staff members. This group also assists and mans any complaints investigations, appeals or disciplinary boards. Of late also members of this group also approve any job descriptions developed for new roles within the organisation, and take active part in the recruitment of staff.

As a user representative, you would ensure that you would be privy to all information about the inner workings of the organisation around human resource management, are able to ask pertinent questions and transparently observe and be part of any decisions made by this group. You could also assist in the manning of any of the recruitment panels that might take place, provide assistance in policy development, or act as an external observer for any other HR board.

To take part in:

1. Attend all Personnel Sub-Committee Meetings and represent the views of the service user forum.
2. Represent / Report any information from the Personnel 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 Personnel 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 Personnel 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 Personnel 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:**