

Richmond Borough Mind



For better
mental health

Richmond Borough Mind Service User Representative Role Description and Person Specification

Role definition: Service Representative

Purpose:

The purpose of the Service User Representative role is to effectively voice the views and concerns of users of any given RB Mind service. Representation is to be done through the used service's involvement channels or through RB Mind's Service User Forum.

The Service User Representative is to effectively engage with both users and staff members of the given service in order to understand what the views and concerns are, and communicate those at the Service User Forum, or the given service involvement mechanism. Additionally, the Service User Representative will also notify other service users of activities that are currently being discussed at the Service User Forum and work that is currently being undertaken by the organisation.

To take part in:

1. Represent the views of Service Users at RB Mind's Service User Forum
2. To act as a service user representative within the service you attend or use.
3. To assist in the development and running of the service you use.
4. 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 and support the involvement work of RB Mind, and the needs of those who use its services.
3. Where appointed, to serve as a member as an active member of your given service involvement mechanism
4. 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.

5. To give as much notice as possible of inability to attend a meeting and especially if wishing to resign.
6. To take part on occasion in training and support meetings for users and carers.
7. To contribute to team development within RB Mind's Service User activities.
8. To make a commitment to learning and developing skills in partnership working.
9. To be an ambassador for the particular service you represent.
10. To help share information arising the service you represent by contributing to publications in both the voluntary and statutory sectors.
11. To make an effort to find out the views of other users and carers.
12. To reflect the views of service users and / or carers, particularly groups experiencing social exclusion.
13. To behave in a way that makes meetings as effective as they can possibly be.
14. 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 User Carer Group for at least the equivalent of one day each month.

Service User Involvement Role Description

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:**