

Nottinghamshire Healthcare is a major provider of  
Mental health, intellectual disability and community healthcare services

**Attending Trust Meetings Representing  
Involvement, Experience & Volunteering**

**Locations:**

Various across the Trust

**Responsible to:**

Meetings co-ordinator

**Purpose of role:**

To ensure that the Trust works in partnership to improve culture, services and lives by listening to and involving service users, patients, carers and members

To work in partnership to develop and scrutinise the Trust's approach and implementation of involvement, experience and volunteering

To bring 'good ideas' to meetings from the point of view of carers and services users

**Description of task**

To be able to understand the service user, carer, patient or public viewpoint

To be able to think in a strategic way across the Trust and wider health system

To generate and test new ideas

To have a broad understanding of current service user/carer issues

To be a good listener

To have the self-confidence to speak up and ask 'common sense' questions

**Expectations**

**You**

- Confidentiality
- Dressed appropriately
- Commitment to attending meetings regularly and send apologies if unable to attend
- To feedback about the meeting, what it's about and what is discussed whilst taking account of any confidential items
- To value and respect the skills, knowledge and experience of other participants.
- To read the information provided to the group to be able to play a full role.
- To be collectively responsible for supporting and pursuing the decisions of the Group
- To be able represent wider views of service users and carers

**The Trust**

- Deliver relevant training
- Expenses covered as per Trust Payments Policy
- Ensure all volunteers have completed Safeguarding and IG training
- Carry out DBS and reference checks
- The Involvement and Experience Team will work with members of the group to develop skills and knowledge required to play an effective role in the group

**Skills/Qualifications**

Have good listening skills  
Have the ability to work with others and see alternative points of view  
Can work as part of a team  
An understanding of Trust services and Trust structure (divisional)  
An understanding of Involvement, Experience & Volunteering  
Able to represent wider service user/carer/volunteer/patient views  
Able to participate and contribute in discussions with senior management staff groups

**Training/Support**

The Involvement, Experience & Volunteering Team will provide the information they need to carry out their role.  
Opportunity to shadow experienced Service User/Carer/Volunteer Representatives

**Registration Process**

Need to have completed Volunteers Registration process:  
Model B form  
2 Ref  
DBS Enhanced + Modal A form —if meeting on clinical site  
Safeguarding & IG Training  
ID Badge issued

**Contact Information**

Involvement, Experience & Volunteering Team