

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

**Crisis House—Steering Group Meeting
Service User/Carer/Volunteer Representative**

Locations:

Involvement & Volunteering Centre, Duncan Macmillan House

Occasional requests to attend other areas (DBS and reference status might apply to be involved)

Responsible to:

The Crisis House Group and reporting to the Tuesday Opportunities Meeting.

Purpose of task:

To be part of the steering group to:

- Oversee changes and discuss improvements and feedback that might take place in the service

Description of task:

- To give a service user/carer perspective to how it might feel in the Crisis House
- To act as the 'ears' for the Crisis House and bring feedback of positive experiences and discuss improvements that might be made.
- To work in partnership with Crisis House staff to understand issues and find suitable solutions
- At all times to represent Involvement and act, dress and behave appropriately.

Expectations

You

- To commit to attending Crisis House meetings—and send apologies if unable to attend a meeting
- To listen to all experiences of the Crisis House and be informed when discussing changes or improvements.
- Not to use the meeting as a place to simply share a personal experience.
- To read the information provided to the group in order to play a full role.
- To follow up on actions that you have agreed to carry out on behalf of the group

The Trust

- We will run regular meetings
- Provide you with role specific training if necessary
- Reimburse travel expenses
- Ensure all volunteers have completed Safeguarding and IG training
- Carry out DBS and reference checks

Skills/ Qualifications

Have the ability to work with others and see alternative points of view
The ability to understand the difference between your own views and how feedback and research can support or challenge that view
Have good listening skills
Can work as part of a team

Training/ Support

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

Contact Information

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