

Trustwide Service User Expert By Experience Representative Role Description

The Opportunity

Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) aspires to achieve a culture where the voice of our Service Users, their Carers and Families, is at the heart of all that we do.

We believe that service users should be influential partners in driving, delivering and supporting positive change, and providing us with constructive challenge. Actively listening to the expertise and lived experience of our service users, their Carers and Families will enable us to deliver high quality and safe care.

We are launching our Trustwide Service User Expert By Experience (ExbyEx) Group this October 2019 where Service User ExbyEx representatives will work alongside services, Service Users, and Staff, influencing and shaping the quality agenda both strategically across the Trust and locally.

We are recruiting Experts by Experience (ExByEx) Service User from

- Adults service (Adults of all ages) who use Secondary Care Services (see supporting information document for more information)
- Specialized Services
- Secure Services

(We will be considering how to represent the needs of Adults with organic conditions such as dementia, Children and Young people and Carers in a separate pieces of work.)

You will need to attend a monthly meeting on a Wednesday evening 1830 – 2030 at Bath NHS House in Bath.

There will be some additional work including preparing for the meeting, this will involve reading, writing reports and working with localities. There may be additional opportunities for representation at other Trust Events.

We are initially recruiting 10 posts, then an additional 6+ over the following 6 – 12 months.

The full group membership will be 16 members who serve a 2 year term.

The meeting will be chaired by the Executive Director of Nursing.

The role of the group is to;

Support and enable the Trust to value, listen and provide meaningful coproduction opportunities for service users, their Carers and families in the ongoing work of the Trust.

Actively influence the strategic direction of the Trust.

Have oversight of implementation of the National Patient Experience Framework, National Patient Safety Strategy, Service User and Carer Involvement Strategy.

Have oversight of reporting from Surveys such as Friends and Family Test, Community Mental Health Survey, Inpatient Mental Health survey and the ability to influence subsequent improvement plans.

Have oversight of themes from praise, complaints and comments and the wider patient experience including from locality or service Service User and Carer Forums.

Commission Coproduction and quality improvement projects,

Support a culture which is 'patient-centred'.

Support the development of high quality Coproduction.

To represent and help resolve issues and needs raised by locality forums, as well as work directly with them on larger pieces of work.

To work collaboratively with Trust staff to identify problems and apply creative and innovative thinking in developing solutions.

Who can get involved

To be a member of the ExbyEx Trust wide Service User Group you will need to demonstrate:

This role requires current/recent experience of using secondary mental health care services and using this experience to improve AWP services, this can be demanding – we will support you to manage your mental health in relation to this work – however this role is not a form of treatment or therapy. You will need to be a point in your recovery that you have an awareness of your mental health needs, that you are able to discuss and to manage demands on your mental health.

You will be accessing Secondary Mental Health services provided by AWP, or very recently discharged (maximum of 6 month – please get in touch to discuss).

You will have been using secondary care services for a minimum of six months so that you have some experiences to draw on.

Your essential skills and approach

Leadership

You will have a have a readiness to develop your understanding of and be committed to improving the NHS and its services.

You will be able to think widely about mental health, and have ways to hear the voices of wider groups of service users.

You will be able to set aside a personal agenda and advocate and represent for people who may have different views and experiences from you.

You will be able and willing to reflect and represent the different views and needs of service users, including those living with different conditions and from different backgrounds.

You will be able to work in a solution focused way, being able to give constructive, balanced and non-judgemental feedback.

You will be willing to reflect on and develop your leadership skills and take up opportunities for training and mentoring.

You have experience of attending meetings, including preparing in advance reading and written work for and contributing in.

Delivery of work

You will need be able to plan and Manage your time and work to set deadlines.

You will need to attend a monthly meeting on a Wednesday evening at Bath NHS House in Bath and represent your defined area - this might involve raising issues or needs on their behalf as well as communicating back from the meeting to them and completing work together.

You'll need to maintain confidentiality of sensitive/confidential information and adhere to the data protection act requirements as well as work to Trust polices – we'll give you an induction to support you being able to do this.

You will need to

This opportunity is offered as a two year fixed term, we'll need you to commit to serving the whole term (we understand that personal circumstances and health can change unexpectedly, however if this opportunity isn't suitable for people who don't wish or expect not be able to serve the whole term).

You'll need to attend the majority of the forum dates listed.

You'll need to attend an induction and training day in September so that you can you are able to carry out this opportunity safely and in line with Trust policies.

You will need to work to Trust policy.

We hope that you can attend the annual general meeting on September 19th, there may be additional invites to represent as an Expert by Experience which attendance can be negotiated.

We will

We will support you with reasonable adjustments to help you as you develop in to your role, we'll also provide you with personal support and training.

We'll provide you with a laptop, as well as reimbursement of £18hr and travel expenses.

We expect that work for this meeting is around 6-8 hours a month.