

**Role Description:
Psychosis Clinical Academic Groups Service User Consultant
Communications Steering Group**

About this role

This is a role for people who have used services to be part of the group that is overseeing how the CAG communicates with staff, service users, carers and organisations we may provide services for.

Support in this role

There will be support for people who take on this role. A member of staff at the meeting will take on the role of providing an induction for you and working with you/supporting you to make sure you are able to be fully involved, that you have a positive experience of the role and that the role helps you develop and learn. We are recruiting two service users consultants, so you will have peer support from a fellow service user consultant. The CAG also has a service user advisory group who will be available to you.

What is the Communications Steering Group?

The Communications Steering Group will ensure that the CAG has effective communication internally (with its staff, service users and carers) and externally (with GPs, commissioners, charities and organisations which might want the CAG to provide services for them in the future).

It will oversee the CAG Communication Strategy and monitor how well we are doing. It will also oversee the Website Project Group.

What's the aim of involvement in the Communications Steering Group?

Service user consultants in this work will advise on:

- a) The service user perspective on our communication plans
- b) How to make sure that our communications with our partner organisations is acceptable to service users
- c) Help us ensure our communication is available and accessible to service users

What responsibilities will you have?

- ◆ To attend the Communication Steering Group meetings, which will be monthly for the first three months, and then every three months
- ◆ To help the Communication Steering Group consider the service user perspective in our communication plans and how service users view our external communications
- ◆ To read papers for any meetings in advance
- ◆ To provide comment via email on any questions or decisions that need to be put to the group outside the regular meetings

- ◆ To suggest relevant issues for discussion in advance of any meetings
- ◆ To support the Senior Management Team to consult with service users if relevant
- ◆ To attend some of the quarterly Service Users Advisory Group, to share ideas, needs and good practice with Service User colleagues working in other pathways
- ◆ To provide feedback to the Service Users Advisory Group on the work of the Communications Steering Group

What skills and experience do you need for this role?

- ◆ Experience of using mental health services
- ◆ A real interest in the subject area
- ◆ Experience of meetings (it would be helpful if you have been part of strategic meetings but it is not essential if you have the potential to develop in this area)
- ◆ Knowledge and experience of consulting with services users/accessing feedback
- ◆ An understanding of Trustwide service user involvement activities and processes
- ◆ It would be helpful if you have used Psychosis Services, but this is not essential
- ◆ Ability to think beyond your own experience and be an ambassador for fellow service users
- ◆ Ability to understand and balance competing perspectives and goals (essential)
- ◆ It would be helpful if you have some experience of being involved in communications but this is not essential.

How many hours would you do?

Up to 4 hours per month for a period of three months to start with.

How much would you be paid?

For meetings you will be paid at £10 per hour. If you facilitate groups, speak at events, or gather feedback from service users you will be paid at £15 per hour.

How long does the role last?

The role will be reviewed in partnership between the Service Director, Communications Steering Group and the Service User Advisory Group after 6 months.

How do you apply for this role?

Call or email Anne Kirby, Patient and Public Involvement Lead for the Psychosis CAG:

anne.kirby@slam.nhs.uk / 07989652482

Anne will talk to you about your experience and interest. Then the Service Development and Strategy Planning Manager, Anne Kirby and an experienced service user consultant/s will make a decision about whom to appoint. It is important that the appointed people can meet the requirements of the role and it is hoped that two people will be appointed.

What is the deadline for applications?

6th July 2011