**Thurrock Mental Health Service User & Carer Forum**

**Service User Representative**

**Role Description**

**Purpose**

The purpose of the Service User Representative is to effectively voice the views and concerns of Thurrock Mind service users at Thurrock Mental Health Service User and Carer Forum.

The Service User Representative is to effectively engage with both users and staff members of projects to understand what the views and concerns are, and communicate those at the Service User & Carer Forum.

The Service User Representative will notify other service users of activities that are currently being discussed at the Service User & Carer Forum and work that is currently being undertaken by the organisation.

The Service User Representative will:

1. Represent the views of Service Users at Thurrock Service User & Carer Forum

2. To act as a service user representative within the project 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 Thurrock Mind, and the needs of those who use its services.

3. Where appointed, to serve as an active member of project you are involved in.

4. To prepare for meetings by being familiar with the items on the agenda and the related issues, getting support where necessary, sometimes from peers.

5. To give as much notice as possible of inability to attend a meeting and especially if wishing to resign.

6. To take part in training and peer support meetings for service users.

7. To make a commitment to learning and developing skills in partnership working.

8. To be an ambassador for the service you represent.

9. To engage with service users to find out their views.

10. To reflect the views of service users and / or carers, particularly groups experiencing social exclusion.

11. To behave in a way that makes meetings as effective as they can possibly be.

12. 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 Thurrock Mind.

2. An interest in the concerns of, and priorities for people who use Thurrock Mind Services

3. A commitment to working with others to improve and develop good quality services within Thurrock Mind.

4. A commitment to ensuring that the interests of the overall users of a particular service are reflected at the Service User & Carer Forum, your given representative project and in the work of Thurrock Mind.

5. An ability to work within the boundaries of Thurrock Mind.

6. A willingness to take part in training sessions.

7. A willingness to be available to chair the Service User Community meeting on one day each month.

8. 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: ………………..**