



## Joining the National Voices' Service User Panel

### Tasks Description & Person Specification Form

We believe in people shaping health and social care services. We want people to have better quality care and more choice, control and autonomy in the way they receive treatment and services. We campaign for people to have a stronger voice in the design and delivery of services.

The Service User Panel **informs and invigorates** our work. We involve people in a variety of ways as we recognise that each individual brings a unique and fresh perspective to the Panel and the issues being reviewed. The level and frequency of participation is at the discretion of each individual.

National Voices member organisations and other affiliates nominate service user or carer representatives from their networks to be part of the Service User Panel. The work of the panel feeds into National Voices' work and functions, thus enabling their voices to be heard in the wider world of health and social care.

### Tasks description

Opportunities for involvement include:

- Participating in research, consultations, reviews, surveys, workshops, seminars and conferences
- Informing National Voices' policy priorities
- Taking part in online and face-to-face discussion groups on specific issues
- Opportunities from external agencies wanting to engage service users and lay people, for example Boards, working groups, or advisory groups. Panel members can nominate themselves to be considered for such opportunities as and when they arise, and according to their interests and experience. National Voices will promote such opportunities, but they remain individual voluntary commitments.

### Person Specification

When recruiting to the Panel, we try to ensure that Panel members have a balanced set of skills, knowledge, experience and the necessary level of commitment, that together ensure they play an effective role in the Service User Panel. Therefore, individuals wanting to join the User Panel should be able to demonstrate a commitment and balanced range of skills in the following:

#### Essential:

- Willingness to prepare for User Panel activities and events on occasion (when briefings are given in advance)
- Commitment to playing an active role as a Panel Member by attending and/or contributing to User Panel activities
- Strong communication skills and willingness to articulate views, experiences and opinions either in writing, verbally or via other appropriate channels
- Enthusiasm for contributing positively to health and social care policy-making processes and debates in a public forum, through sharing own views and experiences of health and social care policy and service provision (not exclusively the views or agenda of the nominating organisation)
- Willingness to listen to, understand and be respectful of a wide-range of stakeholder views and opinions, including those of fellow Panel Members
- To act as a positive ambassador for National Voices

- Have available time to contribute to the Panel
- Let National Voices know as soon as possible if not available for National Voices' User Panel activities

**Desirable:**

- Previous experience of having contributed to service user or carer voice forums, groups and networks; whether on a local, regional and/or national scale

**Support National Voices will offer:**

National Voices values the time and commitment our Service User Panel Members contribute to our Involvement activities. To support Panel Members in their involvement, National Voices provides:

- An e-newsletter 'Service User Voices'. This includes updates on National Voices' work, health and social care news, and opportunities for involvement in our work and that of partner organisations and the wider health and social care field
- Briefings for Panel Members about an involvement activity they have elected to participate in, and what is expected of them
- Travel expenses are reimbursed for attendance at events. Other unavoidable costs may be agreed in advance.
- When hosting meetings and discussion groups, National Voices normally organises them to start no earlier than 10.30 / 11.00 and finish by 16.00 or earlier, in order to accommodate adequate travelling time. Adequate notice of meeting dates is also given
- Refreshments are provided at all events including lunch for all day events. We endeavour to meet all dietary requirements
- Event venues are selected to accommodate accessibility requirements
- National Voices recognises that Panel Members will not necessarily be able to attend events and face-to-face discussions, therefore, where possible, we ensure different types of engagement activities exist including online forums and surveys

**If you would like to join the Service User Panel**

To join the Service User Panel, please complete the **Application Form**, telling us:

- Why you would like to join the Service User Panel
- How you meet the skills and experience described in the Person Specification above
- Any key health and social care policy / service provision issues you would be particularly interested in working on as a User Panel Member (see categories provided)

**This will need to be endorsed by the organisation that nominated you.**

You will also need to complete a copy of the **Nominee Information & Equal Opportunities Form**