

## **Mental health service user member of the service specific Reference Group**

### **Role description**

- To be a member of a group of service users whose opinions will be sought on implementation of a new mental health service in Bristol.
- Following implementation to contribute to discussions on the progress of the new service and on-going redesign.
- To be a full and active member of the group by contributing to the group discussion.
- To provide service user perspective on issues effecting implementation and service development, enabling real-time feedback and experience based learning.
- To use your own and reflect upon other service users' experiences to inform the process.
- To be able to read the agenda, minutes and specialist documents to help inform the discussion and own perspective.
- To be able to listen and learn from the experiences of others, in an empathic and non-judgemental way.
- All group discussions will be advisory, be documented and fed up through the service user representatives, using the appropriate channels of influence.

### **The sort of experience, knowledge and skills that we are looking for in this role include:**

- Personal experience of using or having used mental health services within the last 18 months or be a carer for someone that has used the service in the last 18 months
- To actively contribute to the group discussions, using both your own and other service users experiences to inform your contribution.
- The ability to separate and be objective about your own experiences of mental health services, whilst also being able to a broader service user perspective on the implementation of local mental health services
- Ability to demonstrate listening, advocacy and understanding, in a non-judgemental way.
- Ability to be solution focussed, and to act as a critical friend to the implementation and effective progress of the new mental health services.
- Ability to work with others in a group, and demonstrate a commitment to non-discriminatory principles and values

**Bristol Mental Health will provide the following support to you in this role**

- Attendance allowance and all reasonable expenses – To be confirmed.
- Support to carry out this task from the appropriate service lead and Service User Involvement Worker