

# Service User Champion Role: First-Point-of-Access



<b>Background</b>
<p>The Inspire Mental Health Consortium is made up of 8 partner organisations that have been commissioned by the London Borough of Tower Hamlets to deliver a new Mental Health &amp; Recovery &amp; Wellbeing Service. A key element of the service is the First-Point-of-Access which processes all new referrals to the service, conducts assessments, provides signposting and offers one-to-one support. This service has been co-produced in partnership with adults who have experience of a mental health challenge so that our way of working is supportive of those who access the service.</p>
<b>Purpose</b>
<p>To help us continually improve and resolve any issues with the First-Point-of-Access, we meet once a month for a Working Group Meeting. This group discusses how any changes are going to work in practice and is a chance for open discussion about challenges. We are committed to having a Service User Champion at our working groups that can contribute their perspective and help us create service that empowers its users. We believe that an individual lived-experience of mental health services will bring additional strengths to the discussion process.</p>
<b>Role description</b>
<p>The Service User Champion will attend our monthly working group meeting for a period of 6 months. They will provide feedback on progress, issues and challenges during the set-up of the new service. Being a champion does not mean you have to do all of the tasks listed below – it is about being offered the opportunity to get more involved and you may choose to only do part of the role. The Service User Champion may also link with local Service User Involvement activities to enable them to gather the views of other service users. Being a champion should not interfere with the support you receive.</p>
<b>Key tasks</b>
<ul style="list-style-type: none"><li>• Attend the Working Group Meeting for 2 hours each month</li><li>• Offer your perspective on the service development and transition</li><li>• Report the views of other service users where you have received them</li><li>• Helping to plan consultation on important policies and procedures.</li><li>• Finding out how service users feel about changes to the service and feeding back their views.</li><li>• Feedback suggestions for improvements and change - this does not include complaints (which should be dealt with through the complaints and suggestions procedure).</li><li>• To liaise with the Service User Involvement team through attendance to their Working Group and Activities</li></ul>
<b>Skills and qualities needed</b>
<ul style="list-style-type: none"><li>• Good communication skills.</li><li>• Able to be fair and balanced in approach.</li><li>• Confident in representing the interests of other people.</li><li>• Good working knowledge of service, and opportunities available.</li></ul>

If you are interested please contact [inspire@hestia.org](mailto:inspire@hestia.org)