

Greater Manchester 'Response to Crisis' Experts By Experience Group opportunity

Background:

We know that crisis looks different for everyone, how someone presents when they are in crisis and the support they need can be very specific to their personal circumstances. As community mental health transformation takes place across Greater Manchester, we want to ensure that the offer available for people in crisis is put together with the input from people with experience of being in crisis and using the existing services. We want you to provide an alternative view that is able to challenge ideas and making suggestions drawing from personal experiences will be vital if we are to ensure that services work within communities to offer the necessary support for people in crisis.

When we use the term '**Experts by Experience**' we are referencing anyone who is currently using or has previously accessed mental health services in Greater Manchester. People's experiences are valuable insights into how systems work in practice, and we believe they should be recognised as equal to the voices of professionals.

The representatives on the programme will:

- Provide the perspectives of people who use access support / experience these issues.
- Provide advice and scrutiny from a wider patient perspective.
- Use any personal experience as a patient of the current services in a constructive and objective way to ensure views are as representative as possible.
- Be available to attend meetings which will take place during the day (dates and timings of meetings will usually be provided a minimum of one week in advance to all representatives).
- Prepare for meetings by reading the meeting agendas, minutes and other associated papers which, at times, may be complex and specialist in nature.
- Contribute to feedback on presentations given at the meetings, some of which will be made by people who use are currently using or have used the services.
- Feedback to representatives who sit on the board on matters discussed at the meetings and gather views from the network and other people with lived experience; support will be provided to do this.

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

- Representatives will undertake work to inform themselves to the best of their ability about opinions of those using the service/s themselves, and of what the services should be providing if it is not a service one of them is not directly receiving.
- The ability to be objective and able to separate your own experiences as a user of the service from the need to provide a broader user perspective.
- Membership of, or involvement with, a patient group which would enable your contribution to be informed by the views of other users and carers.
- Ability to demonstrate listening, negotiating and influencing skills, with a personal style that is challenging, but not confrontational.
- Ability to be solution focused, and to act as a critical friend to the programme.
- Ability to work with others in a team and demonstrate a commitment to nondiscriminatory principles and values.
- The ability to represent the perspective of people from disadvantaged backgrounds who use services, including those whose voices are seldom heard.
- An understanding of equality and diversity, and the ways diverse groups that use mental health services can be impacted by them.

Desirable attributes that we are keen to see (these are desirable and NOT essential):

- Personal experience of someone using the services covered by the programme (desirable).
- Experience of working on, and with, multi professional groups e.g. NHS Trust Boards; School Governors; Private Sector Business; charity, community, cultural or faith groups (desirable).

We will provide the following support to lived experience representatives:

- A payment of £12 per hour for service user involvement in the programme. Expected commitment is likely to be approximately half a day per month.
- Reasonable out-of-pocket travel expenses when in person meetings are able to resume again, in accordance with our involvement policy.
- Any expenses for taxis are to be agreed, in advance, with one of the IMHN staff team.
- Support to carry out your role from IMHN.



Please note you will need to check if this impacts any means-tested benefits and seek independent advice on this if you are unsure.

How to apply:

To apply please complete our expression of interest form on Survey Monkey that can be found [here](#).

If you cannot press the link, copy and paste this text: <https://www.surveymonkey.co.uk/r/9GVQ3YL>

Make sure to select 'Response to Crisis Experts by Experience Group' from the third question. What will happen after that: after applications close, a member of the IMHN team will be in touch to let you know the outcome.

A briefing session will then be set up with successful applicants. IMHN reserve the right to close applications early if we receive sufficient interest/applications.

If you require any further information, or would like to complete the application in an alternative format, please email greatermanchester@imhn.org

Promoting and supporting equality and diversity

We value and promote diversity and are committed to equality of opportunity for all. We particularly want to hear from people from all protected characteristics, and/or from BAME backgrounds, and are happy to have a chat to explain the available roles in more detail.