



## **CLIENT REPRESENTATIVE**

**Member: Older People's Engagement (OPE) Group**

### **Role Purpose:**

To represent the older person in the development and delivery of services within Age UK Leeds (AUKL)

**Supported by:** Hilary Brockway, Service Development Director

### **Overview:**

The purpose of the OPE Group is to represent the views and attitudes of older people who have contact with AUKL and to contribute towards the development of existing and new services.

Group members will be linked with one of the Age UK Leeds services or projects and will represent the clients who access that service.

### **What makes a good Client Representative?**

Someone who is:

- Qualified to comment and evaluate matters to do with older persons;
- Has knowledge of the issues which affect older people;
- Able to listen to, and represent, the views of older people within our services.

### **Tasks & Responsibilities:**

- Link to a service and/or a project within the service
- Demonstrate a knowledge of the service and project(s) through:
  - Speaking to staff and volunteers
  - Talking with clients
  - Shadowing staff and volunteers
  - Reading project documentation e.g. funding application, project reports etc
- Report back on the service from clients through various methods including:
  - Telephone calls
  - Face to face meetings
  - Client feedback forums
  - Surveys
- Feedback to the OPE Group on findings
- Input on the proposed development of new services
- Recruitment: support the recruitment of staff within the service you are linked to
- Other subgroups may be set up to give feedback on a specific issue

### **When and Where:**

Attend meetings, which will mainly be held at the Bradbury Building (Leeds City Centre):

- Quarterly: Older People's Engagement Group
- Monthly: link with service / project



- Other meetings as agreed with the service / project or subgroups established by the Group, Senior Management Team or Trustee Board

Visit to clients' homes may also be required and this would be as arranged by the volunteer.

**Age UK Leeds Commitment:**

All Age UK Leeds volunteers are offered a full induction. Client representatives also have access to training, informal supervision, briefings and opportunities to participate in social events.

Age UK Leeds will provide specific training on Safeguarding, Professional Boundaries and anything relevant to the role.

All agreed out of pocket expenses such as travel costs will be met by Age UK Leeds.

We offer:

- full support and training
- work experience
- opportunity to develop new skills and interests
- chance to meet new people
- membership of a group who can make a difference to the way we support and work with older people in Leeds
- an opportunity to contribute to and be part of an established organisation specialising in the knowledge and understanding of the older people of Leeds

A full DBS will be completed and references received before commencement

**More information or to apply:**

Hilary Brockway, Service Development Director

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