

Age UK Islington – Services Committee Service User Representative Role Description

Introduction

Service User engagement and involvement on the Services Committee is about how we work together with the people who use Age UK Islington's services to ensure their voice is heard. This includes having a range of supportive and effective mechanisms to feed back about the experience of services as well as systems and structures to ensure this experience is listened to, learnt from and acted upon to improve the services we offer.

We are seeking a service user who can effectively support the Services Committee. This includes a current service user or someone who is an active volunteer who previously received support from Age UK Islington.

What is the Services Committee?

The purpose of the Services Committee is to maintain oversight of the quality and impact of the services provided by Age UK Islington; to inform and advise the Board of Trustees on service delivery; and to consider what new services the charity could usefully develop and deliver.

The Services Committee will monitor service delivery and outcomes to evaluate the impact of Age UK Islington's services, alongside client feedback.

The committee will concentrate on four areas:

- Overview of contracts and services
- Comments and complaints
- Internal audits
- Future service development.

The Services Committee is made up of a minimum of two and up to four trustees, one of whom chairs the committee, and two Heads of Service. It reports to the Board of Trustees for Age UK Islington and supports the governance and strategic direction of Age UK Islington's services. We meet three times per year online between 5.30pm – 7.00pm.

Why are we recruiting a service user representative?

The Services Committee would like to enlist someone that has recently accessed the support of Age UK Islington services so that we can ensure our work is informed by real life experiences and so that we can better tailor the support our services offer to the users in our community. The service user will represent the voice of our users in the Committee.

What is expected of the service user representative?

The service user representative will be expected to:

- Be computer literate and to have a computer and the ability to join online meetings.
- Read meeting papers in advance of joining the meetings.

- Attend the meetings online or in person as applicable.
- Contribute their thoughts and those of other service users on the topics under discussion.

What skills and competencies are we are looking for?

- Willingness to share views and give feedback.
- Comfortable with being open and frank with their comments.
- Ability to accurately reflect the wider views of service users.
- Listening to what others say.
- Respecting others' views.

What is the time commitment and how long the role will last?

We are looking for someone who can commit and being an active Services Committee member for at least 12 months, to be renewed if all parties are happy for up to 3 years in total. Meetings take place 3 times per year on a Monday at 5.30pm to 7.00pm, usually online.

What kind of support and training will be provided to the service user?

The service user will receive an induction training session with the Services Committee, as well as the Services Committee's Terms of Reference.

Is there any remuneration for the role?

The role is voluntary therefore there is no financial remuneration for the role. However reasonable travel expenses to join an in-person meeting or event, where they occur, will be reimbursed.

Why should someone consider applying for the role?

The role provides the opportunity to develop Age UK Islington services in terms of supporting the local community by sharing personal lived experience. This role affords the opportunity to build confidence and professional development, specifically interacting with Voluntary and Community sector services.

What is the application process?

If you are interested in applying for the role, please complete the application form and send to Ismail Bahriyeli. Ismail's email address is ibahriyeli@ageukislington.org.uk

If you need additional information on this role please call Ismail on Mob: 07969 131 840