



# role profile

**Role Title:** **Adult mental health review team members**

**Reports to:** Suzannah Rosenberg, Head of Integrated Commissioning, Portsmouth City Council/ Portsmouth City PCT

**Base:** Room 7, Fratton Community Centre

**Background:**

The integrated commissioning unit (the council and NHS) is undertaking a review of adult mental health services between May and June 2010.

The purpose of the review is:

1. To ensure that commissioner expectations for a quality service are embedded in every day practice
2. To ensure the fitness and focus of the provider to achieve the national vision for mental health services

We are inviting 8 service users to become involved in the process – all 8 as peer interviewers/focus group leaders with 2 taking on the additional responsibility of service users representatives at review meetings.

**Role description:**

The role of peer interviewer/group facilitator involves:

- Contributing to the development of a set of questions to find out service users experiences and views of using adult mental health services. Questions will be based around 5 key activity areas
- Carrying out 1:1 interviews with service users; asking questions about their experiences of using services and recording their responses accurately

### **Role description** continued:

- Facilitating group sessions based on the same set of questions
- Collating the findings and assisting in the analysis of responses

Service user representatives will additionally;

- Attend review team meetings and present progress updates
- Represent service users views and perspectives
- Share responsibility with the review team for ensuring the review is carried out to timescale
- Share responsibility with the review team for making any review related decisions

### **Time commitment:**

The review will take place between May & July 2010. It is anticipated that 100-150 individual service users will be consulted in this 3 month period through a mixture of 1:1 interviews and facilitated group sessions. Interviews should take no longer than an hour and group sessions 1 hour and 30 minutes.

Interviewers will need some preparation time to familiarise themselves with the questions (this could take up to an hour).

Additionally, interviewers will need to get together beforehand for a 2 hour session to help develop the questions.

Once all of the interviews and group sessions have been completed, interviewers can choose whether to get involved in the collation and analysis.

Service user representatives will also need to attend review team meetings. It is anticipated that these will be at a maximum every 2 weeks during the review period and last for no more than an hour and a half. Representatives may need half an hour to prepare for each meeting.

### **Payment:**

All reasonable expenses will be paid on the production of receipts, e.g. bus fares. Please check with James Gagliardini, the service user involvement worker for more information about the classification of reasonable expenses.

### **Skills & experience**

Interviewers and representatives will need;

- to be able to learn, understand and explain to others the purpose of the review
- to get along well with a wide range of individuals and be able to work as part of a team
- to have a commitment to the team and the work

**Skills & experience continued:**

- to have good communication skills – both verbal and written
- to have or be able to learn basic IT skills
- to be objective, unbiased and self aware, i.e. not influence, lead, change or comment on interviewee's responses, respecting the views of others at all times

**Support & training**

The service user involvement worker will provide relevant support to all interviewers and representatives. Initial training and briefings will also be arranged.

**References**

The service user involvement worker will act as a referee for all review team members for up to two years following involvement.

**More information**

For more information contact:

James Gagliardini  
Service User Involvement Worker

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