

# **Member Role Description:**

# **Experts by Experience Panel Member**

What is the Experts by Experience Panel?

The Experts by Experience Panel is a group of people with lived experience of homelessness (both those who have used Crisis services and those who have not) who inform the work of Crisis and participate in our continued development to make sure we are providing the services that people want and need from us.

In their first year, Experts by Experience contribute to a wide range of Crisis projects in all our different areas of work (for example, Campaigns, Research, Fundraising and Client Services). In their second year, Experts by Experience have the opportunity to get involved with Crisis's governance, working closely with senior leaders at Crisis and the Board of Trustees.

We are looking for anyone with direct experience of homelessness from across Great Britain to make up two branches (one in the North, one in the South) of the Experts by Experience panel.

Aim of the role

By joining the Experts by Experience Panel you will be ensuring that the perspective of people with lived experience of homelessness is at the heart of everything we do.

In order to know what we are already doing well, what could be improved and how this could be achieved we need to hear your voices.

The aim of the role is to bring you together with other people with personal experiences of homelessness to inform organisational strategy, policy and help us to design what our services look like for the people who will use them in future.

You will also have the opportunity to contribute to debate and influence decision making in the wider homelessness sector.

Timings: The North and the South panels will meet separately. These meetings will take place every 2 months.

At least twice a year the North and South panels will come together to meet as a whole group.

There may be a need to meet more regularly in smaller groups in relation to specific projects that you choose to get involved in.

Location:Meetings will be a combination of in person and online via Zoom

Supported by:Anna Jones (North) and Carey Hill (South), Member Involvement Coordinators

Core Activities

The scope of the group will include:

* Attending regular meetings
* Using your personal experiences to help plan new developments at Crisis
* Getting involved in specific projects in different departments, depending on your areas of interest
* Reviewing internal services
* Consulting on and contributing to the development of Crisis external activity such as campaigns and policy work
* Monitoring and reviewing member involvement at Crisis

What will you gain:

* Introductory training for the role and ongoing support from the Member Involvement Team
* An opportunity to be part of a team who are committed continually improving Crisis services
* The opportunity to get involved in a wide variety of projects
* The opportunity to influence a variety of areas of work at Crisis and shape the way we do things in future
* The opportunity to develop new and existing skills
* Opportunities build relationships with Crisis staff and volunteers
* Potential opportunities to travel within the UK to attend meetings

Is this role remunerated and if so, give details:

Yes this role is remunerated. Our rate of remuneration is £30.00 for up to two hours of involvement and £15.00 thereafter.

Who this role would be most suitable for:

People who have:

* An understanding of the issues faced by people who are homeless as a result of recent, personal experience of homelessness
* Confidence to take part in meetings both online and in person and contribute your opinions
* The ability to work with others, take part in constructive discussion and respect other view points
* A willingness to share your knowledge and experience and to give open and honest feedback to improve Crisis services
* The ability to read information to prepare for meetings
* An understanding of the importance of confidentiality
* Reliability and good time keeping
* Ability to communicate by email
* Willing to travel independently to meetings
* Commitment to Crisis values and a passion and enthusiasm for ending homelessness

We will also be looking for one of the Expert by Experience Panel members to chair the meetings. Training and support will be provided. If you would be interested in taking on this responsibility please mention this on your application.

­­­­­Next Steps…

If you are interested in becoming part of the Experts by Experience Panel please answer the following questions, in no more than 1 A4 page:

1. Why do you want to take part?
2. What skills and experience will you bring to the Experts by Experience panel?
3. What do you want to gain from your participation?

You can email your responses directly to either anna.jones@crisis.org.uk or carey.hill@crisis.org.uk by 29th March 2022.

Informal interviews will be held on 11th and 12th April.

Please include your name, contact details and whether you are available on the above dates.