



Client Representative

Role description

Main Purpose

Quo Vadis Trust provides social housing, care & support for people in South East London living with mental health needs.

We provide a supportive living environment for adults who are at risk. We work in partnership with our clients to support recovery, increase independence, maximise potential and promote the best possible quality of life. Further information can be found here: <https://qvt.org.uk/>

Main purpose of the role

QVT has developed a Client Involvement and Empowerment Strategy, putting its clients at the centre of the delivery service.

We have developed a training program for clients to engage in different aspects of QVT service delivery.

The Client Representative is someone who represents the views and opinions of the people who live in the different schemes of QVT and use our services.

They come to management and governance meetings to make sure that the people who use our services always have a voice in the room.

Working as a volunteer Client representative can be a very rewarding experience.

Tasks include:

- Attend quarterly meetings with management
- Report other clients' concerns /ideas/suggestions, gathering information before the meeting.
- Take minutes of the meetings, making sure that agenda items and actions agreed are followed up
- Share information discussed during the meeting with other clients
- Support other clients in the completion of QVT annual survey
- Lead only clients meeting

Training

Volunteers will receive the necessary training to develop the rights skills. Everyone will be briefed and have the right knowledge about QVT key policies.

Training Include:

- Confidentiality
- Filling in Quarterly Feedback form
- Minutes taking
- How to arrange and lead meeting with other clients
- How to collect and report concerns/ideas/suggestions

Level of commitment

QVT required at least a commitment of 4 hours at month, to prepare and attend quarterly meetings.

This role would suit someone who:

- Has a keen interest in having their say and contribute to better QVT service
- Is friendly, welcoming and a confident communicator.
- Is assertive and a good communicator, confident and persistent
- Rarely refer to personal experience - and only in the abstract to illustrate a point. Ensuring this will maintain the credibility and focus as a client representative.

QVT offers volunteers:

- A supportive, learning environment and the opportunity to gain valuable experience working in partnership with other client representative and QVT staff.
- Reimbursement of travel expenses within Greater London; lunch expenses if volunteering a full day or tea/ coffee and biscuits for shorter time.

To express an interest:

Send an email to Volunteers@qvt.org.uk

NB. Please mark name of role in the subject line of your email.