



Client Representative

Main Purpose

Quo Vadis Trust provides social housing, care & support for people in Southeast 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/client-volunteering-vacancies/>

Main purpose of the role

Working as a volunteer Client Representative can be a very rewarding experience. The Client Representative attends clients' house meetings, gathers feedback, and shares information with managers. The representative also attends Client Rep Meetings, Management and Governance meetings. The LGBTQ+ Representatives attend monthly LGBTQ+ Allies groups.

Client Rep Role:

- Attend monthly house meetings and quarterly Client Rep meetings.
- Report clients' concerns, ideas, suggestions, and gather information before the meeting.
- Take minutes of the meetings, making sure that the agenda items and actions agreed upon are followed up.
- Share information discussed during the meeting with other clients.
- Support clients in the completion of the QVT surveys

This role would suit someone who:

- Is friendly, welcoming and a confident communicator.
- Is assertive, confident, and motivated.
- Is professional and focused on collective experiences, shared concerns, and feedback that reflect the wider client group.
- Has a keen interest in engaging with peers and contributing to continual service improvements in Quo Vadis Trust Schemes and supporting constructive solutions.
- A person who is open-minded and enjoys meeting new people from various backgrounds, is respectful of differences, and engages in line with the QVT ethos of Equality and Diversity in our environment.
- Has IT and admin skills or is eager to learn them.

Benefits of volunteering with QVT

- Client Rep will receive the necessary training to develop the right skills and knowledge.
- A supportive, learning environment and the opportunity to gain valuable experience working in partnership with other client representatives and QVT staff.
- QVT reimburses travel expenses; volunteers receive a Lewisham Contributor Card.

To express an interest:

- Send an email to Volunteers@qvt.org.uk

