

**Job Description – Expert By Experience – Mental Health Quality Checker**

**Summary of the Role**

We carry out Quality Checks of support services for Gloucestershire County Council. We do Quality Checks of Supported Living settings, Residential Homes, Assessment and Treatment Units and Day Services. Our Checks are in Gloucestershire and sometimes other counties.

We do Quality Checks to make sure people who have support are safe and are living healthy and happy lives and to check that the support they get is good.

The Quality Checker will work with a Quality Checking Coordinator. They will visit people to find out about their life and how good the care and support they have is. They will ask people questions at the Quality Check, and at any follow up visits. They will talk to the manager and staff too. It is important that the Quality Checker tells the coordinator what they think about the places they visit.

We are committed to these checks being peer-led, meaning that somebody with experience of mental ill health will talk to people in the settings and input into the final report. Often people find it easier to talk to someone who understands what life may be like for them.

**Job purpose: To gather information directly from individuals who receive support. As an Expert by Experience you will work with a Quality Checking coordinator to assess the quality of support provided. You will contribute to the report by telling the Coordinator what you found out during the visit. Where providers need follow up visits, you will be involved in finding out about progress made.**

**Reports to: Quality Checking Manager**

**Main Duties and Responsibilities**

The Expert by Experience will:

1. Complete appropriate training.
2. Attend quality checks alongside a Quality Checking Coordinator and talk with people who receive support in some way.
3. Feedback findings to the Coordinator so that they can be incorporated into their report.
4. Be aware and act on the need to report safeguarding concerns.
5. Act on safeguarding and health and safety concerns in line with Inclusion Gloucestershire’s policies.
6. Advocate for Inclusion Gloucestershire and its projects at meetings and events and within your own appropriate networks.

This role profile is not exhaustive and may be subject to change to meet the operational needs of the charity.

**Essential Skills/Experience**

* Lived experience of a serious or severe mental illness (a diagnosed mental illness which has had a significant impact on daily life)
* Experience of receiving support from healthcare and/or social care professionals, in a health care or residential setting around your mental health recovery
* Understanding of different mental health conditions
* Good communication skills
* Able to establish rapport quickly
* Observant
* Good team player
* Able to handle confidential information appropriately
* Able to communicate in a professional, respectful manner
* Able to identify good and poor practice in support services
* Willing to learn
* Friendly, caring and understanding
* Able to travel independently
* Able to use Microsoft Teams or Zoom to carry out online work
* Reliable
* Understanding of safeguarding (training will be provided)
* Experience of residential care, domiciliary care or a supported living setting
* Knowledge around the different support organisations and services available in Gloucestershire that support people with serious mental illness

**Desirable Skills/Experience**

* Lived experience of other health conditions or disabling barriers
* Confident around communicating with people who have a Learning Disability
* Understanding around dementia and older people’s residential homes
* Experience of a serious mental illness annual health check

**Values and Personal Beliefs**

Inclusion Gloucestershire is driven by its values, at the heart of all that it does. Team members are expected to share and demonstrate these values:

* We are a user-led organisation, driven by the social model of disability, which sees people as disabled by society rather than by their impairment or difference.
* We make sure everyone is meaningfully involved and included
* We empower choice and control through peer leads and place experts by experience at the forefront of our delivery
* We challenge when things aren’t right and give people facing disabling barriers a strong voice
* We believe it is right to treat people fairly and always behave in a way that is honest and trustworthy even when nobody is looking
* We are a caring and professional organisation who work together towards shared goals
* We work in partnership to deliver exciting new ideas and support each other, our members and our community.

**Charity Number – 1171559**

**This role isn’t funded by National Lottery funds or any other funds raised through the proceeds of a lottery, gambling or through interest or investments**

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