



# Job Description

**Job Title:**

User Forum manager

**Reporting to:**

MD

**Responsible for:**

User Forum Officers  
Sub contracted organisations

**Summary:**

To oversee the development and operation of user forums, including Mental Health, Older People, Physical Disability and Foodbanks and actively seek opportunities to link with other user/ public forums to increase the range and scope of public voice.

**Key responsibilities and tasks:**

Governance and leadership

- Be the operational face for User Forums, building and maintain positive working relationships with key stakeholders and commissioners across all forums
- Work with staff and volunteers to manage the flow of information from a variety of sources, through required levels of evaluation to create useable results to underpin activities and recommendations
- Work in a way that embraces and demonstrates the values of co-production, to develop an overarching workplan of activities appropriate to the needs of all the forums.
- Lead by example, upholding the approach and established ways of working internally and with external stakeholders.
- Encourage and promote the involvement of volunteers and ensure that volunteers are provided with opportunities to support and participate in the work of forums
- Share data and insights with local Healthwatch and seek to identify regional trends, or comparable benchmarks to inform wider strategic planning.
- Ensure local Healthwatch are a proactive partner in helping to ensure that the User Voice in Kent is heard.
- Promote User Voice to policy makers and commissioners, brokering relationships where needed

Relationships

- To act as an ambassador for User Voice Forums, building a credible and influential profile across the area served
- To build excellent relationships with commissioners, providers, key public and patient forums and committees to enable opportunities to influence and effect change
- Maintain awareness of the strategic picture in health and social care, representing User Voice at external meetings where appropriate.



### An evidenced based approach

- To develop, implement and maintain quality systems to demonstrate Forums are achieving outcomes and having an impact
- Work with volunteers and staff to ensure systems in place to capture and review information and intelligence from a wide range of sources and its effective use.
- Ensure outcomes from the continuous improvement process/ other activities are fed into monthly reports.
- Ensure performance reporting information is submitted in a timely and efficient manner

### Empowering User Forums

- To empower stakeholders of the current User Forums to participate fully and effectively continue to co-produce the future structure within Kent
- With admin support to co-ordinate ongoing co-production/ governance meetings, ensuring stakeholders contribute to agendas, as well as organising the publicity and contacting everyone on the database in good time
- To facilitate meetings ensuring there is a system for recording who attends and any discussion.
- To facilitate peer support across the user Forums, overseeing development of shared training and support for staff and volunteers working within the forums

### Support Forum independence and activities

- To work with stakeholders to develop mechanisms, skills and confidence of people with lived experience / carers to enhance the numbers of people enabled to fully engage in the process
- To ensure support mechanisms are in place for people with lived experience / carers to enable them to participate effectively in any meetings/ discussions they wish to be part of.

### Communication and information sharing

- To work closely with communication lead to develop communication strategy for each forum.
- To disseminate information to stakeholders across the county in accessible ways
- To be responsible for project administration and planning, including the organisation of documentation and reports

### Working with the Finance & general manager

- Lead in the management of sub contracts with providers across the forums, ensuring clarity of expectations, contractual compliance and timely performance reporting
- Working with Finance Manager to support annual budget planning process and managing annual budget expenditure

### Direct involvement in forum activities

- Provide independent facilitation of MH forum local networking meetings quarterly in each area
- Oversee development of core user voice training modules and delivery of ongoing induction / volunteer training to build capacity across the MH user voice projects



- Create and support a peer support network for people undertaking engagement roles to influence and actively encourage best practice engagement.
- Promote and ensure compliance with quality standards across Mental Health User Voice
- Ensure systems for data capture and analysis supports Mental Health User Voice to work independently, with integrity, sensitivity and respect

#### Organisational support

- Contribute to integrating information held in different parts of the organisation to support projects or research initiatives
- Work with staff and volunteers to help to identify social media content /case studies that are topical highlighting trends, outcomes that Healthwatch or User Forums can share with stakeholders
- Participate in activities focused on talking to the public / patients / service users, as appropriate and support the wider organisational objectives of seeking and recording public experiences
- Conduct training in specialist areas, where appropriate with communities, staff and other relevant groups

