

# **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.

We are recruiting for a new Experts by Experience panel to help support Crisis’s new partnership with Lloyds Banking Group.

Earlier this year, Lloyds Banking Group staff voted Crisis to become their chosen charity. This means for the next two years their 60,000 staff will fundraise to support our work – and hopefully raise over £2m. We want to ensure that the work we have agreed to do as part of this partnership is informed by experts by experience.

Experts by Experience will have access to a wide range of opportunities in Crisis to support and develop our work, working particularly closely with our Fundraising, Best Practice and Enterprise and Innovation teams. This year we are looking for 15- 20 people with direct experience of homelessness from across Great Britain.

The project is flexible and we will work with you to find out the areas of the organisation you are most interested in. The amount of time you can commit to engaging with Experts by Experience is up to you.

One of our current Experts by Experience Panel Members said that *“It gives me a more fulfilling quality of life to be part of something which is so much bigger than me on my own*.”

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.

The aim of the role is to bring you together with other people with personal experiences of homelessness and with staff across Crisis, to inform our partnership with Lloyds Banking Group as well as other areas of our work.

The partnership is a new and exciting development for Crisis and it has three main themes. These are:

1. To help increase access to affordable housing
2. To support people to rebuild their lives by becoming more financially secure
3. Activating the nation to find the solutions to prevent and end homelessness

Timings: The panel will run for a period of 2 years

Location:Meetings will be a combination of in person and online. Please be assured you only need to get involved in the way that best suits you

Supported by:The Member Involvement Team, Anna Jones & Carey Hill

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. Examples of the kinds of project we anticipate are; helping us develop the best quality offer to tenants in the properties we will manage; working to help Lloyds staff develop products and approaches that can help if their customers are experiencing or at risk of homelessness
* 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 and maximising the impact of the Lloyds Banking Group Partnership at Crisis
* 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. Remuneration is only available by BACS transfer to your bank account.

We have an excellent benefit advice team who can advise you about any impact this might have for you on any benefits you receive.

In line with our remuneration policy, the number of hours you may spend contributing to projects is capped at 8 hours per week.

Who this role would be most suitable for:

* An understanding of the issues faced by people who are homeless as a result of personal experience of homelessness in the recent past
* 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
* 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 want to hear from people from all backgrounds, cultures and communities. We will do everything we can to support you to be involved as we want our work to be informed by a range of people and experiences. We actively encourage applications from people from diverse communities and/or other under-represented groups as this will help our panel make a real difference, better informing our work.

­­­­­Next Steps…

If you are interested in becoming part of the Experts by Experience Panel please answer the following questions:

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?
4. Where in the country you are based?
5. How recently you have lived experience of homelessness?
6. Have you used Crisis services before or are you currently?

You can answer these questions in a number of ways:

* You can email your answers to [memberinvolvement@crisis.org.uk](mailto:memberinvolvement@crisis.org.uk) (or you can ask your Lead Worker to do this for you)
* You can send your answers via WhatsApp (in writing or as a voicenote) to Anna at 07811972612
* We can arrange to talk on the phone – please email, text or WhatsApp to arrange a time that suits you

Deadline for applications - Friday 12th May 2023

Informal interviews will take place week commencing 15th May 2023

Please make sure you include your name, contact details and availability (Mon-Fri) so that Crisis staff can get back in touch with you.

If you are interested in becoming part of the Stories Advisory Group, we would love to hear from you. We would like you to answer the following questions:

1. Why do you want to take part?
2. What skills and experience will you bring to the project?
3. What do you want to gain from your participation in this group?

You can answer these questions in a number of ways:

* You can email your answers to [stories@crisis.org.uk](mailto:stories@crisis.org.uk) (or you can ask your Lead Worker to do this for you)
* You can send your answers via WhatsApp (in writing or as a voicenote) to Caroline at +44 7977 067329
* We can arrange to talk on the phone – please email, text or WhatsApp to arrange a time that suits you

Please make sure you include your name, contact details and availability (Mon-Fri) so that Crisis staff can get back in touch with you.

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