



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 new members for our Experts by Experience in April/May 2024.

Experts by Experience will have access to a wide range of opportunities in Crisis to support and develop our work. This might include working with our Fundraising, Best Practice, Client Services, Campaigns and Enterprise and Innovation teams and more, depending on your areas of interest.

There is also the opportunity to engage with staff from Lloyds Banking Group who last year selected Crisis as their chosen Charity. We want to continue to make sure that the partnership we have with Lloyds is informed by people with lived experience of homelessness.

This year we are looking for 10-15 people with direct experience of homelessness from across Great Britain to join our existing members of the network

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.

The project runs for 2 years.

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."*

The only experience necessary is lived experience of Homelessness. Just bring you, your experiences and a willingness to learn something new and be involved with something that has been so exciting for other EBEs who have been involved (in their own words!).

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.

In order to know what Crisis is already doing well, what could be improved and how this could be achieved we need to hear your voices.

The aim of the role is to bring you together with other people with personal experiences of homelessness to inform organisational strategy, policy and help us to design what our services look like for the people who will use them in future.

Who this role would be most suitable for:

People who have:

- 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 and attend online meetings
- 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.

Timings

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

Supported by: Grace Barry, Anna Jones and Carey Hill in the Member Involvement Team

Core Activities

The scope of the group will include:

- Attending regular meetings that adhere to a supportive group charter
- 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.
- Attending focus groups and workshops on specific topics where you are interested
- Informing the direction of our fundraising campaigns and policy work
- Monitoring and reviewing member involvement at Crisis
- Ideas forums where you can bring along your own ideas and suggestions for things you'd love to see Crisis do/work with Experts by Experience on
- In-person away days that happen 1-2 times per year where you can meet fellow network members, get to know each other and work together as a team

What will you gain:

- Introductory training (you may bring your lead worker along to induction if you feel this would be helpful) for the role
- Ongoing support from the Member Involvement Team and from your peers
- 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
- The opportunity to build confidence
- The opportunity to get to know new people that you otherwise may not have had the chance to connect with
- Opportunities build relationships with Crisis staff and volunteers
- Potential opportunities to travel within the UK to attend meetings
- A reference from the Member Involvement team should you need this for future opportunities

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.

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

You will be paid a maximum of 8 hours a week, any other hours beyond that would be voluntary. If you do not wish to receive remuneration, you are still welcome to be part of the network.

You will be provided with support to learn how to invoice for remuneration.

Next steps

If you are interested in becoming part of the Experts by Experience panel please briefly answer the following questions (you don't need to write more than 1 A4 page):

- Why do you want to be part of the Experts by Experience panel?
- What skills and experience will you bring to the Experts by Experience Panel?
- What do you hope to gain from taking part?

If you would rather express your interest in a different way, please let us know and we will do our best to accommodate this.

You can email your responses to: memberinvolvement@crisis.org.uk by **15th May 2024**

Informal interviews will take place on the following dates: **Tuesday 21st May and Friday 24th May**

If you would like to speak to one of the team before deciding whether to apply please get in touch and we would love to chat with you and answer any questions.

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