



Roles and Responsibilities

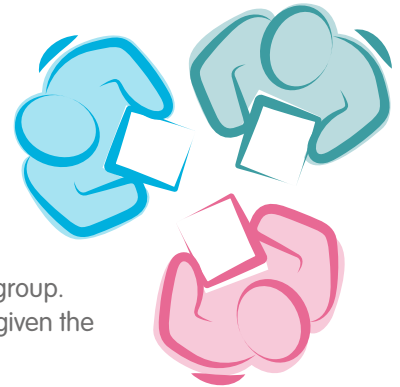
Community
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Care

Who will lead our Voice Groups?

When Voice Groups are first established, these will be led by a Regional Sponsor from the Quality Team, alongside a Quality Advisor.

Once Voice Groups are established, and if attendees are interested, people we support will have the opportunity to co-chair alongside the Regional Sponsor.

Regional Sponsors will lead on delegating co-chairs and getting these elected within the group. Co-chairs will be elected and represent on rotation to ensure anyone who is interested is given the opportunity to get involved.



Responsibilities

Regional Sponsors

- Liaise with the Participation Specialist and Senior Quality Business Partner to organise upcoming Voice Groups.
- Open and close the session, ensuring all views have been considered.
- Run through the agenda and facilitate discussion.
- Agree a set of actions to be taken following each agenda item, and any future topics to consider or discuss at the next session.
- Positively promote the vision and purpose of Voice Groups, ensuring that everyone's unique and intersectional personal experiences are represented and heard.
- Ensure all experiences shared are treated with the utmost sensitivity, respect and confidentiality.
- Organising refreshments.
- Circulating ideas and actions back to the Organisational Sponsor – to ensure these reach the relevant teams such as the Executive Team.
- Supporting Quality Advisors and people we support to host sessions – guiding conversations, facilitating agenda item discussion and seeking feedback.
- Creating actions based on the content of the Voice Group discussions.
- Summarising notes from the session and sharing these with the Participation Specialist.
- Raising any attendee or session concerns to the Participation Specialist or Regional Senior Quality Business Partner.
- Ensuring the session runs to time and attendees are respectful and courteous of each other.

Co-chairs (people supported by Community Integrated Care/Quality Advisors supported by Regional Sponsor)

- Welcome people to the session.
- Support with group set-up.
- Open and close the session.
- Run through the agenda and ensure all views have been considered.
- Encourage and empower people to share their views.
- Engaging with attendees.
- Representing for attendees and supporting people to share their experiences.
- Facilitate and encourage democratic voting.

Organisational Sponsors

- Supporting Regional Sponsors with any issues or concerns.
- Providing general advice and guidance on running groups.
- Acting as the conduit to ensure all feedback and actions are shared back with the Executive Team and other relevant stakeholders



Roles and Responsibilities

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Support Workers and Service Leaders

- Promoting benefits of Voice Groups - helping people understand the importance of providing feedback and how empowering this can be.
- Create opportunities for people to attend Voice Groups by being available and supportive with making travel arrangements.
- Support people to think ahead about what they may wish to share at Voice Groups
- Support people to access details and resources - easy read documents, previous meeting notes, next meeting dates, Click / website.
- Liaise with Regional Sponsors if adjustments are required to make the Voice Group inclusive and accessible.
- Supporting people during meetings if preferred by the attendee, sitting alongside them and encouraging them to share their views.
- Remaining impartial and ensuring the person we support is able to share their own personal opinions.
- Supporting with maintaining the confidentiality of specifics discussed during meetings.
- Sharing the meeting notes with people we support following a session and any actions/updates.
- Supporting people to access virtual meetings.
- Sharing agendas ahead of meetings and helping people prepare.

People supported by Community Integrated Care

- Attending sessions and contributing to discussion, sharing own views and experiences.
- Acting as a co-chair to lead on agenda items, if interested in doing so.
- Ensuring the views and experiences of other attendees remain confidential.
- Preparing in advance of sessions if needed – based on the information shared ahead of a session.
- Respecting other people in the session and their personal views.
- Attending sessions and contributing to discussion, sharing own views and experiences to drive positive change.

Organisational Sponsors:

Carolyn McConnell
Chief Quality and Risk Officer

Kenzie Cartney
Head of Compliance and
Quality Assurance

Carla Pipkin
Participation Specialist

South

Joe Crammand
(Quality Advisor)

Ollie Porter
(Quality Excellence Specialist)

Bola Garry
(Quality Excellence Specialist)

Lisa Bowman
(Senior Quality
Business Partner)

North West

Dan Callaghan
(Quality Advisor)

Sarah Owen
(Quality Excellence Specialist)

Claire Grainger
(Senior Quality Business
Partner)

Scotland

Erin O'Neill
(Quality Advisor)

Donna Quinn
(Quality Excellence Specialist)

Nicola McCubbin
(Senior Quality Business
Partner)

Central

Sushma Majithia
(Quality Advisor)

Jamie Potts
(Quality Advisor)

Graham Owen
(Quality Excellence Specialist)

Lisa Bowman
(Senior Quality Business
Partner)

North East

James Brooks
(Quality Advisor)

Nick Oakley
(Quality Excellence Specialist)

Jo Coe
(Senior Quality Business
Partner)