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**Volunteer Role Description**

**Role Title:** **Diabetes Managed Clinical Network Lay Representative**

**Outline of the role:**  Lay Representatives sit on the committee to help ensure that services reflect the needs and preferences of patients, their families and their carers.

The purpose of the Lay Representative is to bring knowledge and experience that, combined with a non-clinical perspective, provide objectivity, an independent external view and a broader basis for our inquiries and judgements.

The Lay Representative will attend and take an active role in meetings. This may involve interpreting information and making reasoned judgements and comment on drafts of written information and consultation documents. Lay Representatives sit on the Board/Committee to help ensure that services commissioned by the Board/committee reflect the needs and preferences of patients, their families and their carers.

The Diabetes Managed Clinical Network oversees all Diabetes Care within the Western Isles and adherence to all the regional and national guidelines and standards.

**Main Duties**

* To provide a supportive and constructive challenge to the MCN - to ensure that public views are sought and recorded whenever appropriate, and the patient experience taken into account when making decisions on health service changes.
* You will be expected to contribute to the debates and discussions we have about services and their developments.
* You will be expected to give your views on diabetes related matters based on your experience as a patient of using local health services and to represent the views of local communities
* You will be required to attend meetings and behave professionally and courteously at meetings.
* You will be required to attend training sessions
* You might be asked to participate in visits to premises and you might be asked to talk to other patients and staff about local diabetes care issues and bring those views back for discussion or as information.
* You will be expected to give a minimum ninety minutes for each meeting to participate in the Diabetes MCN as a lay representative. Lay Representative will uphold the Seven Principles of Public Life, established by the Nolan Committee (Committee for Standards in Public Life, 2011).
* To adhere to Board policies and procedures at all times e.g. confidentiality, data protection, freedom of information, child protection, health and safety etc. supported by appropriate training and/or awareness. Adhere to the Board’s Code of Conduct in respect of confidentiality and information security.
* To communicate clearly and effectively, including providing feedback where required.
* To ensure non-discriminatory practices are adopted by all members.
* To declare any conflict of interest as soon as they become aware of them.
* To make themselves available within their local communities and to individual members of the public, in order to receive and transmit feedback, and to disseminate information from the Board/committee.

**Skills, Attitudes and Experience we are looking for:**

* Able to engage with individuals at all levels, and build effective working relationships
* Excellent communication skills including the ability to convey information sometimes to a wide-ranging audience.
* Able to read and critically appraise information generated for the Diabetes MCN
* Able to negotiate and influence, exercising tact and diplomacy
* Understanding of relevant stakeholders i.e. Community Health and Social Care Partnership, PFPI Committee, Managed Clinical Networks
* A commitment to improve standards through monitoring .
* Understanding of diversity and equal opportunities issues and a commitment to applying these principles
* Ability to handle confidential and sensitive data
* Motivation to help improve quality
* Awareness of patient safety as the key driver for quality outcomes and ability to convey this to others.
* Ability to constructively challenge others and be challenged
* Resolve to set high standards and share responsibility for results
* Ability to make sense of complex information
* Effective team player, able to work co-operatively and collaboratively to achieve best results

**In return NHS Western Isles will provide you with:**

* Induction, training and support, e.g. to raise awareness of 'How the organisation works'.
* Explanations of the standards we expect Lay Representatives to adhere to as outlined in the Single Equality Scheme and encourage and provide support to achieve and maintain them.
* Chair of Diabetes MCN (or deputy) will be available, as required, to support you in your role and any successes or problems.
* Relevant papers will be supplied to you in sufficient time to read, digest and seek clarification prior to meetings
* A lay rep assignment that engages your skills, interests and experience.
* Access to information about NHS Western Isles, its history, policies and purpose.
* Out of pocket expenses in line with CEL 23 (2011)
* Insurance
* Subsidised facilities, at staff rates where available;
* Recognition for your service and performance.
* Access to a reference and awards for volunteering i.e. Saltire Award
* Identification and access badges where appropriate
* Opportunity to learn new skills
* Opportunity to meet new people
* Sense of involvement
* Opportunity to make a difference/Help others and enhance their local area

**And ensure that Lay Reps are:**

* Listened to and taken seriously, in the same way as staff
* Able to say no or negotiate tasks and responsibilities
* Able to volunteer in safe premises with safe conditions
* Kept informed about changes within the Board
* Supported in their role

**Where**: Meetings will take place within NHSWI premises in Stornoway (usually the Western Isles Hospital). Videoconferencing will be available as required.

**When:** Meetings are held on the last Wednesday in February, May, August and November, usually from 1400-1630. Attendance at as many meetings as possible would be beneficial to the Diabetes MCN.

**Support:** The Chair of the Diabetes MCN (or deputy) will be the main point of contact for any concerns about participating in the MCN.

**Any questions:** As above.

**Interested? For more information about this or any other volunteer role within the NHS Western Isles, contact the Volunteer Services Co-ordinator on 01851 704704 ext 2408.**