



SERVICE USER ADVOCATE NON-EXECUTIVE DIRECTOR ROLE DESCRIPTION

This role would suit someone who is passionate about supporting people who may need help and support in line with the Connaught's charitable purpose.

Useful skills and experience you may bring to this role include a good understanding of the social determinants of health, public health policies in the Bailiwick, best practices in healthcare management as well as a background potentially in the legal sector or human resources. As a non-executive member of the Board, the Service User Advocate Director will work closely with all the Connaught Directors and other healthcare providers to advocate for and be involved in initiatives aimed at enhancing the social and emotional health of Alderney's elderly & vulnerable population.

The post holder will act as the primary advocate for all service users, ensuring their rights, dignity, and preferences are respected and upheld. This Director will be required to establish and maintain effective channels for Connaught service users (and their families) to provide feedback, raise concerns, and influence service development.

Job Title:	Service User Advocate
Status:	Non-Executive Director
Reporting to:	Chair of the RCRH Ltd
Remuneration:	By agreement
Time commitment:	10 hours per month

Responsibilities

- Act as the primary advocate for all Connaught service users, ensuring their rights, dignity, and preferences are respected and upheld.
- Establish and maintain effective channels for our service users to provide feedback, raise concerns, and influence service development.
- Identify areas for potential service improvement based on feedback, audits, and emerging best practices and lead initiatives to promote independence, self-advocacy, and co-production in care planning and delivery.
- Attend quarterly Board meetings

Previous experience and knowledge may include

- Experience in advocacy, safeguarding, or service user engagement within adult social care or health services.
- Background in public health, care, social work, human resources or a related field is highly desirable.
- Knowledge of Bailiwick care regulations, safeguarding frameworks, and best practices in residential and domiciliary care.
- Commitment to promoting dignity, equality, and person-centred care.

Key Competencies

- Empathy, compassion, and respect for vulnerable individuals.
- Skilled in relationship building and stakeholder engagement.
- Ability to handle sensitive and confidential information appropriately
- Good communication, negotiation, and conflict resolution skills.