

North Ayrshire Health and Social Care Partnership
(NAHSCP)

Integrated Joint Board (IJB)

Service User/Unpaid Carer Representative

Information pack

August 2021



Contents

What is North Ayrshire Integration Joint Board?	Pg 3
Who are we looking for?	Pg 3
What does being an IJB member involve?	Pg 3
What support is available?	Pg 3
What skills and experience do I need?	Pg 4/5
What you can expect from us?	Pg 5
Recruitment Process	Pg 6
How do I apply?	Pg 6

What is North Ayrshire Integration Joint Board?

The Integration Joint Board is responsible for the planning, resourcing and overseeing the delivery of the integrated health and social care services of NHS Ayrshire & Arran and North Ayrshire Council.

Membership of the Board is made up of elected councillors, North Ayrshire Council members and representatives from the independent and third sectors, service users/public representative, staff and carers.

Who are we looking for?

North Ayrshire Integration Joint Board is seeking the following member representatives:

- **Service user**
- **Unpaid carer**

A service user is a person who currently uses services within the health and social care partnership. As a service user representative, you should be currently using services and be able to represent both your views and the views of other service users.

An unpaid carer is a person of any age, who provides unpaid help and support to a relative, friend or neighbour who cannot manage to live independently without help. As an unpaid carer representative, you should have or have had, an unpaid caring role and be able to represent both your views and the views of other carers.

Both roles involve engaging and gathering views from either other service users or unpaid carers. Using this, and your own experience, will give the perspective of service users and unpaid carers to the work of the IJB on the future of health and social care services in North Ayrshire.

You must be able to demonstrate the appropriate experience and skills to reflect the breadth and diversity of views within the service user/unpaid carers sector.

The service user or unpaid carer representative is a stakeholder member of the IJB. This means that you can comment on and influence decision making but are a non-voting member.

What does being an IJB member involve?

- Attend and participate in 10 Board meetings and 2 development sessions over a 12 month time frame
- in advance of the meeting, read papers, prepare any questions or comments from a service user/unpaid carer point of view and be prepared to share any local service user or unpaid carer notes of interest or identification of issues in advance of the meeting

What support is available?

Sometimes the IJB papers can include technical information. We are currently offering support to ensure all representatives are informed and can contribute to the IJB fully. You will also be able to access ongoing training and development specific to the business the IJB must carry out.

What Skills and Experience do I need?

Whilst you do not need any formal qualifications to be a service user or unpaid carer representative, we would look for the following knowledge, experience, and skills:

Knowledge

- an understanding and an active interest in health and social care services within North Ayrshire
- an understanding of the health and care needs of the North Ayrshire population
- demonstrable understanding of the needs and experience of service users/unpaid carers in North Ayrshire

Experience

- experience of working in a collective decision-making group such as a board or committee or other decision-making groups
- experience, and confidence to work with, data and information - to assess and make decisions relating to the commissioning of health and social care often in the absence of conclusive evidence
- an understanding of issues relating to equalities

Skills

- excellent interpersonal and communication skills and able to speak in public
- ability to read and absorb detailed reports and identify the implications for services users/unpaid carers
- ability to facilitate and encourage active engagement
- ability to articulate a balanced, objective view on service users/unpaid carers issues
- ability to listen to, and represent the views of other service users/unpaid carers (even if they are different from your own)
- ability to advocate for transparency and openness in all business activities
- ability to advocate balance in decision-making and manage tensions with opposing views
- ability to work in a team and with working groups.

Other

- must live within North Ayrshire
- have the time to attend and prepare for Board meetings and workshop sessions on a regular basis
- be able to communicate views between meetings
- be passionate and committed to helping service users/unpaid carers voice's to be heard
- IJB meetings are webcast and papers will include names on the IJB minutes and both will be available to the public. Applicants should be comfortable with the visibility to the public with this role

As well as the skills noted above, we would also consider the following knowledge, skills and experience **desirable**:

Knowledge

- an understanding of effective involvement and engagement techniques and how these can be applied in practice
- an understanding of the reasons for integrating health and social care
- an understanding of the NAHSCP strategic plan

Experience

- experience of working collaboratively
- experience, and confidence to work with, technical and complex data and information

Skills

- ability to influence and lead change to improve outcomes for service users/unpaid carers
- ability to provide encouragement and the opportunity for people to engage in decision-making and to challenge constructively

What you can expect from us

The IJB will provide:

- awareness, acknowledgement and respect for the service user/unpaid carer experience and expertise
- a clear and transparent recruitment policy
- induction and continuous awareness training which will cover the following information:
 - structure, governing legislation and the work of the Partnership
 - details of your contact person
 - information on where you can find further support
 - the code of conduct and ethical standards framework
 - your role and responsibilities as an IJB member
 - information on policies and procedures you must follow
 - mentoring for the first 12 months
 - timely and easy access to all relevant information

As a service user/unpaid carer representative on the IJB, you can expect:

- support or training and any information you need, free of jargon (or jargon explained), in a format that suits you
- a named contact person who will give you support and guidance
- a clear remit of your responsibilities, including the length of time you are expected to be involved
- to be introduced to other board members with their jobs and roles explained to you
- to be treated as an equal partner, with your views taken seriously
- to be sent meeting papers in your preferred format one week before the meeting
- to be told what has happened because of your involvement
- to be consulted about decisions which affect you
- to be able to opt out of anything you don't feel comfortable with or find stressful

- to claim your travel and other agreed expenses
- that your involvement will not impact on your care, treatment, or services
- to be able to step down at any time, knowing that it will not affect any future care, treatment, or services
- all IJB members will be bound by confidentiality and data sharing/GDPR policies

Recruitment Process

The role description will be circulated widely and promoted via social media, local website's, and local newspapers. Those interested will be asked to complete an Expression of Interest form, which will describe the experiences and skills they can bring to the IJB. Assistance will be offered if for any reason an applicant is unable to apply in this way.

Applicants with the relevant knowledge and expertise will be asked to attend a meeting with the Director/Chief Officer, Chair or Vice Chair of IJB and a member of the Governance Team.

Any conflicts of interest must be declared, and agreement reached by all parties on how these will be dealt with. Examples might include journalists, locally elected members, MSPs, existing or recently retired NHS staff.

How to apply

If you would like to express your interest in becoming a service user/unpaid carer representative on North Ayrshire IJB, you can complete the Expression of Interest form below:

- <http://nahscp.org/wp-content/uploads/2021/09/IJB-Expression-of-Interest-Form.docx>

Please complete and return no later than **Friday 22nd October 2021** by either email to:

Karen Andrews (Team Manager) Email: kandrews@north-ayrshire.gov.uk

Or by post to:

HSCP Governance Team

Cunninghame House

Friarscroft

Irvine

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