

Residents Panel Volunteer Information

Job purpose

The Residents Panel is one of the resident involvement opportunities at Worthing Homes (WH). Its purpose is to:-

- generate constructive and in-depth feedback from a customer's perspective on the services WH offers;
- train a group of tenants who may wish to later become a director.

A small group of tenants, leaseholders and licensees are sought to meet with WH to explore new ways of working to improve the service WH provides for its customers, and in the local community.

The purpose of this post is to work with WH, the directors and resident involvement to generate feedback. These ideas will be used to improve the service of WH and to identify projects to improve opportunities in the community.

The emphasis will not be on formal meetings. Volunteers will be expected to attend workshops, seminars, training events and visits, as well as participating in other opportunities. This will provide members with an understanding of issues in housing management and community development, also experience of what works best for customers. Because of this, projects will be sought from as wide an area as possible, whether from other housing providers, local authorities, charities, community groups or businesses.

Job description

This is what we will expect you to do:-

- Participate in workshops, meetings, exchange visits, training events and seminars, as well as other opportunities, as agreed.
- Investigate and evaluate the performance of WH and provide constructive feedback on its services customers receive to directors, staff and tenants.
- Undertake work in a thematic and planned way, as part of a small team of volunteers.
- Participate in resident involvement opportunities, as you are able.

- Contribute to the successful running of the group.
- Be committed to WH equal opportunities statement and corporate objectives.
- Maintain confidentiality around sensitive issues.
- Be committed to the Panel and its continual development.

Person specification

These are things we would like you to have:-

- Applicants must be a tenant, leaseholder or licensee of WH.
- An interest in housing and community issues
- The ability to participate in workshops, meetings, exchange visits, training events and seminars as required.
- The ability to work closely with directors, resident involvement and other people in WH as required.
- The ability to provide honest and constructive feedback whether verbally, written or in other forms.
- Have an understanding of how local and national policies can affect housing providers and communities. For example from local or national government.

Other Information

Support

The Resident Involvement Team is responsible for the Residents' Panel please contact them on 01903 703 177 or e-mail rico@worthing-homes.org.uk

Expenses

This post is unpaid. All reasonable out of pocket expenses will be paid, including travel and any care costs.

Hours of work

Hours will be irregular and may involve occasional daytime, evening and weekend sessions. These will be agreed with the individual.

Training and development

We will provide individual training where it is agreed with the individual to improve and further their performance and development.