



Volunteer Role Description: Patient Viewpoint Facilitator

Responsible to: Lived Experience Recovery Worker/CAPITAL contact

Hours of Work: 1 hour per month minimum

Location: Langley Green (Crawley), Oaklands (Chichester), Meadowfield (Worthing)

Salary: Unpaid role (Reasonable travel and agreed expenses reimbursed)

Contract: n/a

About CAPITAL

Founded in 1997, CAPITAL is led by its members, staff, trustees and supporters – all of whom have lived experience of mental distress.

We aim to work from a bottom-up approach, giving all a voice, using consultation and coproduction methods to encourage everyone to contribute their ideas and set the direction for the charity.

We were founded upon developing training for people with lived experience at a time when people had no voice, and we became the independent representation of the lived experience community in the county which influenced local mental health services.

We support a membership of about 300 people, offer training, support and a framework that ensures people can lead our work.

We also provide monthly peer led Patient ViewPoint forums.

Since 2022 CAPITAL has been contracted to lead coproduction for mental health transformation, and hosts the West Sussex Lived Experience Advisory Group (WSX LEAG), funded by BHT Sussex.

CAPITAL is part of an alliance of Voluntary Community & Social Enterprise organisations delivering services and working together as Pathfinder West Sussex, with a view to making local services accessible for anyone needing mental health support.

Purpose of the Role

Working together with other volunteer facilitators, arrange and hold regular meeting spaces on the ward environments.

Gather and represent anonymised experiences of in-patients, ensuring their voices are heard and used to inform service improvement.

The role contributes to a structured feedback system where insight is:

- Fed into Trust quality and feedback frameworks
- Shared with ward teams and service leads
- Used within CAPITAL's independent lived experience work
- Linked with ward-based CAPITAL Lived Experience Recovery Workers to support real time learning and improvement on wards

Main Duties and Responsibilities

1. Hold meeting spaces which engage with patients in a respectful and approachable way
2. Listen to and capture experiences, views and concerns
3. Support people to share their views safely and voluntarily
4. Record feedback clearly and accurately using agreed methods
5. Identify themes and key issues where appropriate
6. Share insights through agreed reporting processes
7. Meet ward based Lived Experience Recovery Workers to communicate feedback and themes presented by patients
8. Take part in training and support offered by CAPITAL
9. Take part in one to one meetings to discuss continued development and support needs
10. Maintain confidentiality and boundaries at all times

Boundaries of the Role

Volunteers do not:

- Provide advice, therapy or clinical support
- Take responsibility for patient care
- Promise outcomes or changes
- Facilitate Patient Viewpoint meetings alone

Volunteers do:

- Listen

- Capture experiences
- Share insight through the correct channels
- Raise concerns where appropriate

All responsibilities to be carried out in line with GDPR, safeguarding, confidentiality, and CAPITAL's core policies and practices.

Person Specification

Essential Qualities, Knowledge and Skills

1. Lived experience of mental distress / experience using services
2. Strong listening and communication skills
3. Ability to facilitate meetings within acute mental health ward settings
4. Have a non-judgemental attitude
5. Understanding of boundaries and confidentiality
6. Committed to the ethos and values of CAPITAL
7. Able to maintain confidentiality and adhere to data protection procedures

This role is subject to an enhanced disclosure (DBS) check.

A criminal record does not automatically prevent role offer and will be considered in line with safeguarding requirements