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| **Contract Between** | name of service  **And**  «name» | | | |
| **Whereby** | It is agreed as follows:  **name of service** has decided to engage  «name»  for the provision of the specified services  and  «name» has agreed to provide these services as identified below. | | | |
| **Contract** | Consumer /Service User Advisor | | | |
| **Purpose of this role:** | To ensure that **name of service** are responsive to the needs of service users engaged with their service. This role requires a person(s) who has used mental health services. | | | |
| **Scope of the role:** | **name of service** | | | |
| **Services to be provided:** | | | | |
| **Participation and Advisory** | To advise the Board of Trustees, Directors, Management Team, Health Professionals and Support Workers on matters of service user interests in relationship to the organisations strategic plan and service development.  To advise service users of relevant networks and of their participation in service delivery.  To participate in staff recruitment. | | | |
| **Quality** | Provide advice and comment on policy and procedure development and documentation.  Attend the Quality Forum when requested. | | | |
| **Service user Satisfaction Surveys** | To ensure that the surveys provide the service provider with essential information.  To analyse the result of the surveys and advise on service improvement measures.  To monitor that the service improvement measures are implemented.  To initiate at least a 12-monthly survey or institute the REAL time feed-back. | | | |
| **Fee’s** | | The advisor shall be entitled to be paid for services at the following rate: | | |
| Board/Director/Governance meeting attendance to discuss:   * Strategic Planning. * Service Development.   Quality Forum attendance to:   * Ensure quality systems and processes are responsive to service user needs. | | $ 65.00/per meeting incl. documented feedback and comments |
| Policy/procedure consultation  (Dependent on the size and complexity of the document).  Negotiation of payment would be confirmed before the task is started. | | $ 20.00-50.00 per policy |
| Managing the review of service users’ satisfaction surveys. | | $ 100.00/per yearly review |
| Staff Interview participation and selection. | | $ 35.00 per interview |
| **Supervision** | | «name» will be able to attend mentoring sessions at **name of service** for a specified and/or named issue. | | |
| **Confidentiality** | | All documents, records, or files, **name of service** business, service users and employee matters, are strictly confidential and are not to be disclosed in any form either during or after termination of this agreement. | | |
| **Conflict of Interest** | | «name» must not have or acquire any interest (financial, professional or personal) that directly or indirectly is or may be in conflict with the responsibilities or obligations under this Contract.  The Consumer/Service User Advisor role is not a Consumer Advocate role and it would be a conflict of interest if those two roles would be performed by one and the same person. | | |
| **Reporting** | | «name» will report her/his activities on the last day of the month the activity occurred.  This report will be submitted to the Manager of **name of service** | | |
| **Duration of the Agreement:** | | Start Date: End Date: | | |
| **Review of the Agreement:** | | Date: | | |
| **Date** | | **Signature of the Consumer/**  **Service User Advisor** |  | |
| **Date** | | **Signature of name of service Manager** |  | |