



Your QI Project Role Description

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| Project title: Communicating Quality Improvement with Service Users and Carers |
| Project Leads: Tim Gill (Programme Manager) and Bernadette Tilley (Communications & Events Lead) |
| Time Commitments: 1 day a week, a preferred day can be agreed. Plus one extra day each month to cover the Service User/Carer QI Steering Group, usually scheduled for 11-1pm on third Monday of each month. |
| Where will you be based?: At Trust Headquarters at 9 Alie Street, London, E1 8DE. With the QI Team based on 4 th Floor. |
| Accountability and Responsibility: With the support of QI Programme Manager and QI Comms Lead the post holder will be responsible for the creation and distribution of communications for service users and carers across the Trust. |
| Payment: Dependent on the individual applicant. Could be under Reward and Recognition Policy, Permitted Work, or Employment on Trust Bank https://qi.elft.nhs.uk/resource/rewarding-involvement/ |
| Length of project: <i>(e.g. 6 months to be reviewed)</i> An initial period of 6 months and can be extended if all parties are happy to continue this work. |
| Contact/Supervision/Support: <i>(1:1 time agreed, training needs)</i> Weekly content planning meetings with QI Comms Lead and Programme Manager. Monthly 1:1s with QI Programme Manager. It is recommended that the person taking this role has been part of the QI training for Service Users and Carers, and also commits to undertake Pocket QI training (two half day training sessions) |
| What do you hope to get from this work? The QI Team and QI Service User & Carer Steering Group hope that through better, more personalised communications with our service users and carers we will strengthen relationships, build awareness and trust in QI and achieve greater involvement from all in improving our services. |