

**CONSUMER COUNCIL
VOLUNTEER POSITION DESCRIPTION**

Canadian Mental Health Association
Windsor-Essex County Branch

Title: Consumer Council Committee Member	Reports to: Consumer Council Staff Designate
Unit: Community Support Services	Date Approved: 8 September 2009

The Canadian Mental Health Association, Windsor-Essex County Branch in partnership with the community, aspires to enhance and promote the optimum mental health of all persons in our community through education, prevention, advocacy and support services.

POSITION SUMMARY:

The Consumer Council is a committee composed of consumer representatives. The CMHA definition of a consumer is “a person with significant direct experience with the mental health system and/ or a person with a significant mental health problem”. The purpose of the Consumer Council is to provide a forum for consumers to have input into the planning and evaluation of programs offered by the agency.

DUTIES & RESPONSIBILITIES:

- Actively participate in the Council functions
- To make recommendation to the Branch regarding issues relevant to mental health consumers.
- To review Consumer Satisfaction Surveys and recommend other mechanisms to obtain consumer feedback.
- To advise the Board of Directors of needs or concerns of CMHA consumer groups.
- To suggest methods of change to increase the effective participation of consumers on CMHA committees and the Board of Directors
- The Consumer Council may be asked to review agency position papers and advise on mechanisms for consumer input.
- The Council may respond to queries from any CMHA Advisory Committee, the Board or Administration.
- Council will assist in the developing and review of consumer feedback surveys to ensure service quality, as well as the maintenance of effective communication between CMHA consumers, community groups, and CMHA staff and Board.

PERSONAL QUALITIES:

Volunteers should exhibit characteristics of maturity, reliability, the ability to earn trust and maintain client confidentiality, good listening skills and verbal communication. Experience with people who have emotional or mental health problems and some experience in a committee format is not necessary but would be an asset.

REPORTS TO: Consumer Council Staff Designate

QUALIFICATIONS & REQUIREMENTS:

- Minimum age of 18.
- Willing to:
 - ◆ Provide application information and participate in a selection interview.
 - ◆ Participate in Online CMHA Orientation
 - ◆ Willing to authorize a police record check.
 - ◆ Willing to provide the names of two credible references.
 - ◆ Willing to participate in an evaluation meeting.
 - ◆ Willing to sign a confidentiality commitment.

TIME COMMITMENT:

- Online CMHA Orientation
- 4-6 meeting per year
- Minimum commitment of one year

ORIENTATION & TRAINING:

- Online CMHA Orientation
- Volunteer Handbook

BENEFITS TO VOLUNTEER:

- Personal growth and
- Experience in the social service field.
- Opportunity to provide input into the development of community mental health services.

RENUMERATION:

- Development Officer must approve and expense reimbursement.

REPORTS TO: Consumer Council Staff Designate

LOCATION:

- CMHA-WECB Main Office

APPROVED BY THE ASSISTANT DIRECTOR: Patti Lauzon

Signature

Date