



TASK & FINISH GROUPS

Group member skills and information guide



MAKING A DIFFERENCE TO OUR SERVICES

Scrutiny makes a real difference to the way Saxon Weald delivers service to residents. As a task and finish group member, you will give an independent customer view of how services can be improved and delivered.

You will receive training and develop a wide range of skills, which may help you in applying for jobs or gaining other voluntary positions. It may also appeal to you if you are not seeking any of the above but just feel you have something to offer.

WHO DO WE NEED?

We are looking for people to join task and finish groups who have a commitment and enthusiasm for improving and developing services for all Saxon Weald residents.

PERSONAL QUALITIES

We would expect a task and finish group member to have the following qualities:

- A good listener
- A good communicator
- Tactful and diplomatic
- Open minded and non-judgemental
- Respect others and their views
- Able to share knowledge and skills



WHAT SKILLS ARE REQUIRED?

The following table lists the key skills and experience you need to be an effective member of the task and finish group. Some skills are essential but others can be developed with training and support from Saxon Weald.

AREA	SKILLS AND QUALITIES
Commitment	<ul style="list-style-type: none"> • Able to commit sufficient time to the role and attend meetings. • Willing to show commitment to personal and group learning. • Commit time to reading papers in advance of meetings. • Attend and participate in training sessions.
Skills	<ul style="list-style-type: none"> • Ability to work with others to reach decisions together. • Ability to balance the needs and desires of residents with pressures on the organisation. • Able to act in the interests of all customers. • Ability to express views clearly. • Ability to challenge constructively, respecting other people's views. • Ability to analyse written information. • Make decisions based on evidence. • Work to agreed deadlines. • Support majority decisions.
Knowledge and experience	<ul style="list-style-type: none"> • Ability to analyse and question performance information. • Understanding of the issues facing residents. • Respect confidential information.
Equality and diversity	<ul style="list-style-type: none"> • Demonstrate an understanding of and commitment to equality and diversity issues.



WHO CAN APPLY?

Anybody who is a Saxon Weald resident can join a task and finish group.

WHAT IS THE TIME COMMITMENT?

Group members meet at least once a month and must also be willing to take part in training and other task and finish group activities. The amount of time depends on each task and finish topic. During periods of high activity, you may be required to take part two or three times a month.

HOW DO I BENEFIT FROM THIS?

There's lots to get out of being involved in a task and finish group; you will meet new people and have your chance to lend your hand at report writing, note taking and group decision making. All great skills to add to your CV.

Our two resident board members are already using their skills and influencing our services from a customer perspective and you could too!

WE VALUE YOUR INPUT

We don't want any of our customers involved in engagement activities to be out of pocket so we will also pay reasonable travel and care expenses.



TRAINING

There will be an induction period and to ensure you are fully equipped for your volunteering role, a programme of training will be provided.

Topics offered may include:

- ▶ Committee skills
- ▶ Equality, diversity and inclusion
- ▶ Data protection and confidentiality
- ▶ Understanding Saxon Weald
- ▶ Understanding performance information and interpreting data
- ▶ Report writing
- ▶ Presentation skills

What next?

Do you think task and finish groups may be for you? If so, please complete the self-assessment form [here](#).





Saxon Weald is a charitable community benefit society (reg no. 7971) and is regulated by the Regulator for Social Housing.

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