



Resident Governance Member Role Profile

Role title	Resident Governance Member
Department	Governance and Regulation
Groups, Forums, Networks and Panels	Resident Strategy Group, Resident Scrutiny Panel, Regional Resident Panels, Service Panels and Specialist Advisory Networks.

Role Purpose

To work constructively to influence how Southern Housing and its subsidiaries deliver services to residents ensuring the diverse needs of residents have been considered in accordance with the remit of the relevant group or panel(s).

Resident Governance Members should be objective and use the panels, forums, and network groups to make improvements to benefit all residents.

Responsibilities and accountabilities

All resident governance members will:

- Act as a critical friend to the organisation
- Contribute to service improvement by scrutinising Southern Housing's work, challenging poor performance and contribute new ideas
- Participate at meetings and engage outside of meetings, where required
- Work with staff to fulfil the purpose and role of the relevant panels, forums, and network groups, according to its terms of reference
- Read papers in advance of meetings and prepare questions / comments
- Advocate the needs of residents
- Ensure residents have easy access to services and communications
- Suggest key messages to be fed back to other resident governance groups
- Make an annual declaration of interest in line with the Probity Policy
Additional declarations can also be made at the start of meetings and on an ad-hoc basis
- Promote the resident governance structure to other residents and support recruiting new residents
- Comply with the Probity Policy and Code of Conduct. This includes keeping items confidential, where required.

Knowledge, skills, and experience

- Clear communication
- Naturally inquisitive

- Good questioning skills
- Work as part of a team with variety of stakeholders
- Represent the views of others
- Ability to weigh up issues and make a balanced judgement
- Analyse written information.

Chairs and Vice Chairs

To support their panels to be effective and have impact, chairs and vice-chairs will:

- Create a warm and welcoming atmosphere
- Support members to feel included within the meeting
- Chair meetings with a clear purpose and varied agenda to impact Southern Housing services
- Take development and training opportunities to support your personal development
- Encourage the participation of all members in discussions
- Lead by example by displaying these principles in their work.

Chairs and Vice Chairs knowledge, skills and experience

- Clear communication
- Able to manage a meeting, to ensure:
 - participation from all members
 - discussions remain focussed
 - the meeting runs on time
 - effective decisions are made
- Takes an impartial approach to leading discussions and listens to a range of views
- Support members to fulfil their role in the group where required.

Time Commitment

Resident Strategy Group	One meeting per quarter and pre reading of materials. One joint Board and Resident Strategy Group strategy day. Potential for ad-hoc meetings as required.
Resident Scrutiny Panel	One meeting per quarter, for up to, two hours with pre reading required. Additional meetings will take place as part of the scrutiny process and will be identified by members, this includes bootcamps, deep dives and task and finish.
Regional Residents' Panels	One meeting per quarter, for up to, two hours with pre reading required.
Resident Complaints Panel	One meeting per quarter, for up to, two hours with pre reading required.

	Attend complaints review hearings, as required for up to, two hours.
Resident Policy Panel	The Resident Policy Panel will meet as required with the expectation of pre-reading of materials. Meetings will last up to, two hours.
Resident Design Forum	Will meet as required; you will be sent an invitation ahead of each meeting which will set the time commitment.
Specialist Advisory Networks	The Specialist Advisory Networks will be convened on an ad hoc basis, as and when needed to provide advice. An invitation ahead of each meeting which will set the time commitment.
Resident Strategy Group Chair	One RSG meeting per quarter, agenda setting and pre meets One joint Board and Resident Strategy Group strategy day Five Resident Services Committee meetings per year Bimonthly Board meetings All meetings require pre reading of reports Ad-hoc meetings as required.
Chairs and Vice Chairs	One meeting per quarter, agenda setting and pre meet.
Resident Strategy Group Representative	One meeting per quarter and pre reading of materials. One joint Board and Resident Strategy Group strategy day. Potential for ad-hoc meetings as required.
Expenses and support	
Resident governance member will be provided with, out of pocket expenses and access to ongoing support and training.	