

Croydon adult social services user panel (CASSUP) – Person specification

Below is a list of the key qualities and experience you require to be an effective member CASSUP. Some of the skills are essential but others can be developed with appropriate external training and support from the resident participation team.

Skill	Essential	Desirable
◇ Commitment	ability to attend regular meetings CASSUP, with support where relevant	willingness to put views forward at meetings verbally or in writing
	commit time to read papers in advance of the meetings	
	attend and participate in the training sessions	
◇ Evaluating information	avoid being judgemental and having preconceived views	ability to weigh up issues to make informed judgements
	ability to leave personal issues behind	interpret and analyse different types of information
	make decisions based on evidence and facts	
◇ Communication skills	strong written or verbal communicating skills	ask questions if not sure of something
	ability to work as part of a team and listen to other people's point of view	
	demonstrates tact and sensitivity when working with others	
	share ideas and use appropriate language	
◇ Teamwork	work as part of a team	share skills and knowledge with others in the team
	work to agreed timescales and deadlines	
	abide by the code of conduct at all times	
	be enthusiastic and conscientious	

Skill	Essential	Desirable
	focus on making improvements to the service	
	work in harmony with others and respect different views	
	be supportive of majority decisions	
◇ Responsibilities and governance	respect and abide by the terms of reference and code of conduct for CASSUP	
	Uphold confidentiality with regard to any commercial or sensitive information handled	
	uphold the integrity CASSUP at all times	
	able to remain impartial and objective at all times and to not Raise any personal issues through CASSUP	
	able to reflect the views and priorities of the wider community	
	willing to declare any conflict of interest	
◇ Other	have a demonstrable understanding of the principles of equalities and diversity	
	be a service user, carer or resident of Croydon	