



Role Description - Experts by Experience panel member

What is the Experts by Experience Panel?

The Experts by Experience Panel is a group of people with lived experience of homelessness (both those who have used Crisis services and those who have not) who inform the work of Crisis and participate in our continued development to make sure we are providing the services that people want and need from us.

We are recruiting for new members for our Experts by Experience in April/May 2026

Experts by Experience will have access to a wide range of opportunities in Crisis to support and develop our work. This might include working with our Fundraising, Best Practice, Client Services, Policy and Campaigns and Commerce and Enterprise teams as well as sharing your personal experiences with a wide range of audiences to help educate and inform our fundraising, corporate sponsors and the general public.

This year we are looking approximately 20 people with direct experience of homelessness from across Great Britain to join our existing members of the network.

The project is flexible and we will work with you to find out the areas of the organisation you are most interested in. The amount of time you can commit to engaging with Experts by Experience is up to you.

The project runs for 2 years until end of June 2028.

One of our current Experts by Experience Panel Members said that *"It gives me a more fulfilling quality of life to be part of something which is so much bigger than me on my own."*

The only experience necessary is lived experience of homelessness. Just bring you, your experiences and a willingness to learn something new and be involved with something that has been so exciting for other EBEs who have been involved (in their own words!).

Aim of the role

By joining the Experts by Experience Panel, you will be ensuring that the perspective of people with lived experience of homelessness is at the heart of everything we do. In order to know what Crisis is already doing well, what could be improved and how this could be achieved we need to hear your voices.



The aim of the role is to bring you together with other people with personal experiences of homelessness to inform organisational strategy, policy and help us to design what our services look like for the people who will use them in future.

Who this role would be most suitable for:

People who have:

- An understanding of the issues faced by people who are homeless as a result of personal experience of homelessness in the recent past
- Confidence to take part in meetings both online and in person and contribute your opinions
- A willingness to share your experiences with others, including sponsors, partners and the general public
- The ability to support others in the network when they share their experiences, to work respectfully within the group and to take part in constructive discussions
- A willingness to give open and honest feedback
- The ability to read information to prepare for meetings
- An understanding of the importance of confidentiality
- Reliability and good time keeping
- Ability to communicate by email and attend online meetings
- Willing to travel to meetings where required
- Commitment to Crisis values and a passion and enthusiasm for ending homelessness

We want to hear from people from all backgrounds, cultures and communities. We will do everything we can to support you to be involved as we want our work to be informed by a range of people and experiences. We actively encourage applications from people from diverse communities and/or other under-represented groups as this will help our panel make a real difference, better informing our work.

Project set up

Location: meetings will be a combination of in person and online (Microsoft Teams). Please be assured you only need to get involved in the way that best suits you.

Supported by: Anna Jones and Carey Hill in the Co-production Team

Core Activities

- Attending regular meetings that adhere to a supportive group charter
- Using your personal experiences to help plan new developments at Crisis and to be involved in a wide range of projects according to your interests
- Getting involved in specific projects in different departments, depending on your areas of interest.
- Attending focus groups and workshops on specific topics where you are interested
- Informing the direction of our fundraising campaigns and policy work
- Monitoring and reviewing member involvement at Crisis
- In-person away days that happen 1-2 times per year where you can meet fellow network members, get to know each other and work together as a team



What will you gain:

- Introductory training (existing Crisis members can bring your lead worker along to induction if you feel this would be helpful) for the role
- Ongoing support from the Member Involvement Team and from your peers
- An opportunity to be part of a team who are committed continually improving Crisis services and helping to maximise the impact of our fundraising and campaigning work
- The opportunity to get involved in a wide variety of projects
- The opportunity to develop new and existing skills
- The opportunity to build confidence
- The opportunity to get to know new people that you otherwise may not have had the chance to connect with
- Opportunities build relationships with Crisis staff and volunteers
- Potential opportunities to travel within the UK to attend meetings
- A reference from the Member Involvement team should you need this for future opportunities

Is this role remunerated and if so, give details:

Yes, for those who are eligible this role is remunerated. Our rate of remuneration is £30.00 for up to two hours of involvement and £15.00 thereafter. We have an excellent benefit advice team who can advise you about any impact this might have for you on any benefits you receive. You will be provided with support to learn how remuneration and expenses work in practice.

You will be paid a maximum of 10 hours a week, any other hours beyond that would be voluntary.

If you do not wish to receive remuneration, you are still welcome to be part of the network.

Next steps

If you are interested in becoming part of the Experts by Experience panel, please briefly answer the following questions (you don't need to write more than 1 A4 page):

- Why do you want to be part of the Experts by Experience panel?
- What makes you feel you would be a good Expert by Experience?
- This is a two-year project, what would you say you would like to have achieved by the end of it?

You can email your responses to memberinvolvement@crisis.org.uk by 12th May 2026 (if you would rather express your interest in a different way, please let us know and we will do our best to accommodate this).

Informal interviews will take place on the following dates: **Tuesday 19th, Wednesday 20th and Thursday 21st May 2026.**

If you would like to speak to one of the team before deciding whether to apply, please get in touch using the email address above and we will happily chat with you and answer any questions.