

Independent Chair of Healthwatch West Berkshire Board

Recruitment Pack



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Welcome

Thank you for your interest in joining Healthwatch West Berkshire as Independent Chair of the Board. I hope that the information in this pack will give you a feel for the organization and a sense of what an exciting opportunity this is.

This key position is a rewarding opportunity to lead a statutory organisation which plays a major role in ensuring adults, young people, children and communities have a stronger voice to influence and challenge how health and social care services are provided within West Berkshire.

We are looking for someone of the highest calibre to become Independent Chair who shares our passion for developing Healthwatch West Berkshire as the ‘consumer champion’ for NHS, public health and adult and children’s social care services across West Berkshire. You will need huge amounts of drive, energy and enthusiasm and the ability to play a leading role in maintaining our vision.

You may not have a background in health and social care, but you will certainly be able to demonstrate that you have the knowledge, experience, skills and abilities required and that you can deliver exceptional results through effective leadership of your Board and great team work. The role of the Independent Chair involves maintaining strong working relationships with key stakeholders which is essential, yet still ensure the independence of the work of Healthwatch West Berkshire.

This position is voluntary and unpaid (reasonable expenses will be paid in line with our Travel and Expenses Volunteer Policy).

This pack provides details of the Chair recruitment process, further background information on the position and details about how you can apply.

For an informal discussion about the position please contact Andrew Sharp, Chief Executive Officer on 01635 760 506.

To apply candidates are asked to submit a copy of their CV together with a covering letter (maximum 2 pages) by 5pm on May 17th, 2019.

By email to: contact@healthwatchwestberks.org.uk

Or by post to:

Healthwatch West Berkshire

Broadway House

4-8 The Broadway

Newbury

RG14 1BA

If you have any support requirements to enable you to apply or require this recruitment pack in an alternative format, please contact Andrew Sharp.

If you want to play a leading part in changing your community and shaping the future of health and social care in West Berkshire, then we would be delighted to hear from you.

Background

Healthwatch West Berkshire was established, with statutory powers under the Health and Social Care Act (2012), in April 2012. Independent of the NHS and Council, it gives residents an opportunity to influence and challenge how health and care services are planned and provided in West Berkshire. With the primary aim of improving the services offered to local people in the areas of health, adult and children's social care in conjunction with a wider range of partners and stakeholders.

In April 2015 Healthwatch West Berkshire went through significant change. The original contract holder was terminated, and the contract was taken over in April 2015 by the well-respected advocacy charity, seAp. A new team was created of enthusiastic staff keen to ensure the people of West Berkshire are actively involved in shaping the health and social care services they use.

The Healthwatch West Berkshire Board comprises of up to 8 Members, including the Vice Chair who is acting as temporary Chair.

seAp re-tendered and won the Healthwatch West Berkshire contract in September 2018 and now hold the contract with West Berkshire Council, to deliver the Local Healthwatch functions until March 2021, with a possible addition extension to 2023.

What is Healthwatch?

Healthwatch is the independent consumer champion for the public - locally and nationally - to promote better outcomes in health for all. Healthwatch seeks to represent the diverse communities in its local community. It provides intelligence including evidence from people's views and experience to influence the policy, planning, commissioning and delivery of health and social care services.

Locally, it provides information and advice to help people access and make choices about services as well as access independent complaints advocacy to support people if they need help to complain about NHS funded services.

Healthwatch West Berkshire (in line with national guidance) seeks to:

Influence

By shaping the planning and delivery of NHS, public health and adult and children's social care services. This includes scrutinising the quality of services, particularly in response to public concern, holding them to account, representing the voice of the public and patients, contributing to the work of the Health and Wellbeing Board, contributing to the Joint Strategic Needs Assessment (JSNA) and working in partnership with commissioners of NHS, public health and adult and children's social care services.

Signpost

To help people to make choices about their care by providing evidence-based information about local services and supporting patients and the public to choose the most appropriate service.

Advise

To empower and enable individuals to speak out, including supporting them to access NHS complaints advocacy services.

Strategic Objectives

Representing all adults, young people and children of West Berkshire our aim is to raise awareness amongst commissioners, providers and other agencies about the importance of engaging with communities, and the expertise and value that individuals can bring to discussion and decision making on local and national issues.

We promote community involvement in the commissioning, provision and scrutiny of health and social services, giving people and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Healthwatch West Berkshire has the authority to monitor and review how local services are planned and run. With the exception of social care facilities for children and young people, we have the statutory power to ‘Enter and View’ premises delivering health and social care services, to allow authorised representatives of Healthwatch to observe the nature and quality of services, report on their findings and make recommendations, to which local authorities and NHS bodies have a duty to respond.

For children and young people’s social care we have an ‘investigate and assess’ fact finding programme in place. Working with regulators and commissioners to ensure the quality of service provision is carefully monitored.

Healthwatch West Berkshire has a statutory seat on the Health and Well Being Board. This position is normally covered by the Chief Officer with the Chair as the named substitute.

In Summary Healthwatch West Berkshire strategic objectives are as follows: -

- Fulfil statutory duties and functions, holding providers and commissioners of health and social care services to account
- Operate as a corporate body as stated in The Health and Social Care Act 2012, embedded in local communities
- Act as a local consumer champion, representing the collective voice of patients, service users, carers and the public through its statutory seat on the Health and Wellbeing Board and providing robust challenge and scrutiny in the interests of the citizens of West Berkshire
- Make people's views known, including those from excluded and underrepresented communities
- Exercise real influence on commissioners, providers, regulators and Healthwatch England, using its knowledge of what matters most too local people
- Report concerns about the quality of local health and social care services to Healthwatch England which can then recommend that the Care Quality Commission take action
- Provide information to patients and public who need to access health and care services and promote informed choice in health and social care services
- Support individuals to get information and independent advocacy if they need help to complain about NHS services

More information about Healthwatch can be found on:

www.healthwatchwestberks.org.uk ,

www.facebook.com/HealthwatchWestBerkshire

www.twitter.com/HealthWWBerks

Equality and Diversity

West Berkshire Healthwatch will be committed to and be required to demonstrate the fair treatment of its staff, potential staff and service users in accordance with the Equality Act 2010.

Independent Chair Role Description

Title: Independent Chair of Healthwatch West Berkshire Board

Time Commitment: It is expected that this role will require a minimum time commitment of approximately 1 day a week, including attending some evening and weekend meetings. Appointment to the Healthwatch West Berkshire Board will be for a period of up to three years, which may be extended for a further three-year period.

Remuneration: The role of Board members is voluntary and unpaid. All relevant expenses associated with the role will be reimbursed in line with the Volunteers Travel and Expenses Policy.

Location: The post will be based at Healthwatch West Berkshire, Broadway House, 4-8 The Broadway, Newbury, RG14 1BA.

The Chair will bring a range of board level skills and experience including strategy, facilitation, business acumen, performance management, relationship building and change management. Beyond these skills the successful candidate will bring an interest in the community and in the improvement of health and social care services.

Proven experience in one or more of the above areas may have been gained in a professional, personal or voluntary capacity.

The Chair alongside Board Members will play an important role in setting and maintaining the strategic direction of Healthwatch. In addition to preparing for, attending and participating in formal Board meetings, the Chairman will:

- Formulate Strategy
- Ensure accountability for delivery of the strategy and seek assurance that systems of control are robust and reliable
- Shape a positive culture for the Board and organisation
- Provide accountability to the people of the area and the Healthwatch West Berkshire membership
- Represent Healthwatch West Berkshire at significant meetings when required on a rota e.g. Health & Well Being Boards, Planned Care Board, Primary Commissioning, Thames Valley Quality Surveillance
- In addition to preparing, attending and leading formal Board meetings, the Chairperson will: provide regular challenge, support and advice to the Chief Officer through monthly meetings between the two; ensure robust communications amongst board members; and be involved in board evaluations
- The Chairperson (with the support of the other Board members) will have a significant probity role to play. They will ensure that the organisation adheres to its objectives as set out in any formal or contract arrangements and operates in a moral and ethical way in the service of the local community

The following skills and experience are required of the Chairperson:

- Board level experience in a community based organisation
- An ability to see the 'big picture' and to set strategic vision and direction
- A commitment to championing the public's interests in the commissioning, planning and delivery of public services
- Strong communication skills, able to influence horizontally and vertically
- A track record of achievement in challenging environments
- Experience of building and developing successful partnerships, alliances and working relationships with a range of organisations, stakeholders and communities

- Experienced in the effective and timely facilitation of meetings and discussions
- A strong commitment to equality and diversity and an open-minded attitude
- In addition, an understanding of health and social care service delivery would be an advantage

Other tasks may arise as agreed by Directors and the Board in line with the level of responsibility of the post.

Recruitment Process

We are recruiting for the Independent Chair via an open recruitment process. Following receipt of applications, interviews will be held, and short-listed candidates will be notified as soon as possible after the interviews of the outcome. The interview panel will be drawn from members from the Healthwatch West Berkshire Board and seAp.

The successful candidate will become the Independent Chair of the Healthwatch Board from an agreed date. Post interview checks will take place and references may be taken up before an appointment is formally made. Training and support will be provided for the successful candidate as required.

How will the recruitment process work?

The successful candidate will be employed on the basis of a service contract, and therefore has no employment rights with Healthwatch West Berkshire. **In line with legislation, this position is subject to an Eligibility to Work check**

To apply for this role, please submit your application by 5pm on 17th May 2019 to:

By email: contact@healthwatchwestberks.org.uk

By post:

Healthwatch West Berkshire
Broadway House
4-8 The Broadway
Newbury
RG14 1BA

If you would like an informal discussion about the role, please call Andrew Sharp on 01635 760506.

Data and Barring Service check (formally CRB) and references:

The formal appointment of the Chair will be subject to the completion of a DBS check and two satisfactory references.

Eligibility criteria:

The following circumstances would make a person ineligible to apply for this role:

- someone who is employed in a senior management capacity by the NHS or West Berkshire Council, or who currently holds a political position;
- someone who is or becomes bankrupt or makes any arrangements with their creditors;
- someone who is incapable by reason of medical disorder, illness or injury in managing and administering his/her property and/or affairs;
- someone who is subjected to a court order disqualifying him or her from serving as a board member; and/or
- someone who has or is convicted of a serious criminal offence (any offence involving dishonesty or any other in relation to promotion, formation, management or liquidation of a company).

Note: that the Chair may be dismissed if (s)he fails to declare circumstances which make them ineligible to take up this role and these subsequently come to light.