



Healthwatch Sunderland Executive Board Recruitment Pack (Chair)



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Introduction

Thank you for expressing your interest in joining the Executive Board of Healthwatch Sunderland as Chair. The information in this pack is intended to give you a feel for the organisation and the role that you could play as the Chair.

Healthwatch is the independent consumer champion for both health and social care services. The Health and Social Care Act 2012 required each local authority area to set up a new organisation called Healthwatch. Locally this is Healthwatch Sunderland. Healthwatch also exists at a national level as Healthwatch England.

Healthwatch will:

- Use its independent, statutory powers to hold service providers and commissioners to account.
- Exert collective influence on the way services are designed, commissioned & provided.
- Set its own priorities and work programmes in line with JSNA (Joint Strategic Needs Assessment) and the local HWB (Health and Wellbeing) strategy.
- Represent Healthwatch interests on strategic partnerships and boards
- Enable collaboration on specific projects aligned to its work programme
- Ensure individual voices, particularly those who are seldom heard, can still have a say where it matters.

This is an exciting opportunity to be involved in leading the Healthwatch service in Sunderland.

What is Healthwatch?

The Government's health and social care reforms are underpinned by the principle "no decision about me, without me", meaning that service users and the public must be at the heart of all health and social care service delivery.

Healthwatch is the independent consumer champion for the public - locally and nationally - to promote better outcomes in health for all and in social care for adults. Healthwatch is representative of diverse communities.

It provides intelligence - including evidence from people's views and experiences - to influence the policy, planning, commissioning and delivery of health and social care; it also provides information and advice to help people access and make choices about services as well as accessing independent complaints advocacy to support people if they need help to complain about NHS services.

Healthwatch has credibility and public trust through being responsive and acting on concerns when things go wrong, and operating effectively and efficiently.

Healthwatch Sunderland will

- develop and build on relationships with local voluntary and community groups, networks and organisations.
- use these networks of partners and supporters to share information and find out what matters most to people living and working in Sunderland.

- ask local partners with the right skills, knowledge and experience to help it find out what people want from their health and social care services now, and in the future.
- respect and promote volunteer involvement in clearly defined roles.
- be representative of, and accountable to, the communities it serves and will champion those communities in Sunderland who are most vulnerable and hardest to reach.
- build and sustain positive relationships with all its partners and supporters.
- be expert, skilled and evidence based in its approach to its work.

Healthwatch in Sunderland (HWS)

HWS engages with the wider community, so as to understand the range of issues and concerns that people have in relation to health and social care services. We have a particular focus on those communities whose voices are seldom heard and aim to complement the engagement work already undertaken by other organisations and networks around the city. We use the information that we gather to work with commissioners and service providers to promote service improvement.

The service provides signposting, and information and advice about health services and adult and children's social care services in Sunderland so that people can make informed decisions about the services that best meet their needs. Sunderland residents seeking advice, can ring our Freephone telephone line on 0800 023 8840.

The vision for Healthwatch Sunderland is:

“To empower and communities to improve health and social care services together”

- To give local people and communities a stronger **voice** to influence and challenge how health and social care services are provided within their locality
- To provide or signpost people to **information** to help them make choices about health and social care services
- To encourage and support people and groups to share their views about services; listen to people's needs and experiences of services, using this information to **influence** services of the future
- To enable people who use NHS services to access support when making a complaint
- To be an **effective** and efficient organisation, providing value for money to the residents of Sunderland

The way that we work is important if we want to make a big impact. Everything we do is underpinned by the Nolan principles of public life, and therefore we ask that all Executive Board members commit to, and demonstrate, the following:

Respect

Respect the reputation of Healthwatch Sunderland and treat fellow members and any other person my business with Healthwatch Sunderland brings me into contact with, with respect, courtesy and in a collegiate manner.

Openness and accountability

Be fair and open in all my dealings as a Healthwatch Sunderland member and be accountable for my decisions and actions in that capacity to the membership and those who may have nominated me to represent them.

Honesty

Act honestly and withdraw from involvement in any business of Healthwatch Sunderland where I have a conflict of interest or where I could benefit financially or preferentially.

Best interests and objectivity

Act only in the best interests of Healthwatch Sunderland and its membership, promoting public confidence in Healthwatch Sunderland and taking decisions on merit and in the public interest. I will not pursue a single agenda at the expense of other Healthwatch Sunderland priorities or those I may have been nominated to represent. I will accurately represent the differing views of Healthwatch Sunderland members and the wider community when speaking on the Healthwatch Sunderland's behalf.

Integrity

Ensure I do not place myself under any obligation, financial or otherwise to a person or organisation that may influence my decisions or actions as a Healthwatch Sunderland member or the information I share with Healthwatch Sunderland membership.

Leadership

Take responsibility for promoting and exemplifying these principles and leading by example in order to maintain and strengthen the public's trust and confidence in the integrity of Healthwatch Sunderland in conducting public business.

The approach to delivering Healthwatch Sunderland

Pioneering Care Partnership (PCP) is a local charity whose aim is to improve people's health and wellbeing. The charity is responsible for running the Pioneering Care Centre in Newton Aycliffe and a number of outreach projects in local communities across County Durham, Tees, and beyond. To find out more about the PCP, please visit the website, www.pcp.uk.net

PCP manage the contract for Healthwatch Sunderland. Based in Newton Aycliffe, PCP are a leading third sector health improvement organisation which has a wealth of experience in health and social care.

Healthwatch Sunderland Executive Board

Healthwatch Sunderland has a diverse Executive Board to provide a credible, expert voice, which represents HWS on key partnerships. The Board is small, agile and strategic in focus.

All Executive Board members sign up to the Healthwatch Sunderland Code of Conduct including the Nolan Principles of Public Life.

Board members are recruited using role specification criteria outlined in this document. This is followed by an interview.

Executive Board members receive an induction programme to support them in their role.

Executive Board member roles are voluntary and unpaid but out of pocket expenses will be reimbursed in line with PCP policies.

Role Description for Healthwatch Chair

The role of Chair is to lead the Board and work with the HWS team in setting the strategic plan and direction of Healthwatch Sunderland, ensuring the organisation achieves its aims and objectives. He/she will ensure that Healthwatch Sunderland is effective, inclusive, and accountable to local people and makes an impact on local NHS and social care service delivery.

He/she will ensure the implementation of robust and principled governance arrangements which reflect the duties, powers and responsibilities invested in Local Healthwatch (LHW) by the Health and Social Care Act 2012.

The Chair will:

1. Provide strategic direction to Healthwatch Sunderland

- Lead HWS and operate to its agreed values, principles and strategic priorities.
- Lead and support board members to ensure clear lines of accountability, representation and feedback within HWS and in relationships with external partners and stakeholders.
- Identify key priorities and issues to inform the work of HWS as well as agree the HWS workplan.
- Support the recruitment of appropriately skilled 'Enter and View' volunteers to ensure HWS executes its statutory role.

2. Represent Healthwatch Sunderland

- Uphold the reputation of HWS and demonstrate its values and principles at all times when representing the organisation.
- Build and maintain positive working relationships with key stakeholders, including the public, service users, carers, the wider voluntary sector, NHS and Council funded service providers, Sunderland City Council and Sunderland Clinical Commissioning Group, Healthwatch England (HWE) and the Care Quality Commission.
- Act as an ambassador and champion for HWS, promoting its achievements and vision widely and proactively.
- Ensure that there is a two way flow of feedback and information between HWS Executive Board members, the public and the networks / groups who represent community interests.

3. Promote good governance

- Ensure compliance with LHW regulations and legislation and agreed constitution and codes of governance.
- Adhere to the HWS code of conduct and all relevant policies and procedures.
- Ensure there is a framework in place for identifying, mitigating, managing and reviewing risks for the effective delivery of HWS aims and objectives.
- Ensure agreed standards of behaviour and conduct are maintained by the Board in line with HWS Code of Conduct and the Nolan Principles of Public Life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
- Ensure any relevant personal, professional or commercial interest in matters being discussed by the Board is declared.
- Be personally responsible for ensuring issues are discussed in a timely manner.

4. Oversee performance of the organisation

- Review the performance of HWS against the agreed work plans and performance targets.
- Ensure the work of HWS to support agreed work plans and priorities is conducted efficiently and effectively through identified leads and regular reporting.
- Oversee the 'Enter & View' activity of HWS and authorise reports and recommendations to be forwarded to relevant agencies.
- Ensure HWS establishes service standards and reviews public, service user and carer satisfaction with its performance against these standards.
- Establish processes to address issues of underperformance of HWS in a timely and effective manner.

Key competencies

- Effective problem solving and analytical skills with the ability to understand and work with complex information.
- Proficiency at listening to and ensuring that seldom heard stakeholders have the opportunity to contribute.
- Skilled in building strong relationships and collaborative working partnerships.
- Ability to work as part of a team and enthuse others.
- Excellent communication and interpersonal skills with the ability to negotiate effectively, challenge positively, influence others and communicate with a wide range of audiences and stakeholders at different levels.
- Ability to effectively participate in discussions and represent service users and carers views in a clear and professional manner.
- Ability to use IT and web based applications eg. Microsoft Office and internet.

Knowledge and experience

- Good local knowledge of Sunderland's health and social care.
- Strong connections with and knowledge of local communities, networks and services.

- Experience of directing a collective decision-making group such as a board or committee, and high-level awareness of 'board-level' working.
- Broad understanding of the health and social care environment both locally and nationally: structures/legislation/functions/commissioning.
- Demonstrable experience in representing the 'voice' of others.
- Understanding of the challenges facing the NHS and Local Government which may impact on community health and well-being.
- Understanding of the Health and Wellbeing Board, Scrutiny and Clinical Commissioning functions.
- Experience of working with a diverse range of local partners and networks e.g. Voluntary and Community Sector organisations, Sunderland City Council, Sunderland Clinical Commissioning Group, Health and Social Care providers.

Executive Board Requirements

Board Meetings - Board members are expected to attend all scheduled meetings of the Board.

Working together - Board members will be required to support the objectives and policies agreed by the Board, and to contribute to and share responsibility for the decisions of the Board. They will be expected to work constructively with other Board members and staff of Healthwatch Sunderland.

Code of Conduct - Board members will be expected to abide fully with Healthwatch Sunderland's Code of Conduct, to maintain high standards of probity and follow the Nolan principles of standards in public life. They must also present a positive image of the Board and Healthwatch Sunderland at external events.

Training - Board members will be supported to identify training and development needs, and seek opportunities for development, attending training events as required. Specific mandatory training will be offered which is relevant to the role of Healthwatch Sunderland Executive Board members.

Sub-committee and Task and Finish Group meetings - Board members may be required to participate in various sub-committee meetings Task and Finish Groups

External Meetings and Representation - Board members will be asked to attend key partnership meetings on behalf of HWS and to participate in events linked to supporting, developing or promoting Healthwatch Sunderland and its objectives. This may from time to time include representing HWS at regional or national events.

Preparation time - Board members are required to allocate time for reading reports and preparing for Board Meetings, sub-committee meetings and Task and Finish Groups

Exclusions

Applications from the following will not be considered:

- Providers of statutory health or social care services and their employees, where these services are accessed by Sunderland residents.
- Employees of organisations with a statutory role to commission health or social care services for people in Sunderland
- Sunderland City Councillors or MPs

Application Process

If you are interested in the role of Executive Board Member, please complete an application form.

If you are completing the application on a printed copy please complete your answers in black ink.

Please return the application form back as soon as possible.