HW_Bexley

Healthwatch Bexley Chair

Recruitment

Information about the role



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**Introduction**

Thank you for expressing your interest in joining Healthwatch Bexley as Chair. I hope the information in this pack will give you a feel for the organisation as well as a sense of what an exciting opportunity this is. Healthwatch Bexley is looking for a Chair to support our work in making sure the voices of patients, service users and carers are heard by the organisations that plan, fund and deliver local NHS and social care services. The role will be part-time.

**Healthwatch Bexley**

**Healthwatch Bexley (HWB)** was established in April 2013 as the new health and social care consumer champion in the borough representing residents, service users, carers and organisations within Bexley. Mind in Bexley is responsible for ensuring the effective delivery of Healthwatch Bexley.

Healthwatch Bexley is the **independent champion** for the patient and public voice. It brings people together to influence health and social care services to make them better. We **listen** to the needs and experiences of Bexley residents on health and social care services and **use those experiences** to influence the professionals who plan, buy and deliver services so that they can be improved.  
  
We **visit** health and social care services to find out what it’s like for people using them and then we make recommendations of how to improve those services. We **provide information** and signposting on local health and care services and tell the public where to go to make a complaint or where to leave feedback.

**Our vision and mission**  
Our vision is that all residents can access and expect the best possible health and social care services. Our mission is to:

* **Simplify and improve** peoples’ experiences by signposting them to health and social care services
* **Monitor quality** to enable everyone to receive the best possible health and social care services
* **Be the voice** for the views and concerns of the public to make health and social care services better

**Values**

* We believe in **finding innovative and creative solutions** to improving health outcomes
* We are **independent** and will always act in the best interests of users of health and social care services
* We are a **critical friend** always acting on a strong evidence base
* We believe in being **collaborative** and working in partnership with others
* We believe in being i**nclusive** and involving all communities to take part
* We are **accountable and transparent**, and have high integrity in our work

**Healthwatch delivery in Bexley**

Bexley Council has responsibility for commissioning the local Healthwatch service. It has awarded the contract to Mind in Bexley and Age Uk Bexley. A separate NHS Complaints Advocacy service contract is delivered independently by Advocacy for All.

The Healthwatch Bexley team is based at the Mind in Bexley Offices:

**Healthwatch Bexley**

**Milton House**

**240a Broadway**

**Bexleyheath, DA6 8AS**

**0208 304 9344**

**www.healthwatchbexley.co.uk**

The governance arrangements include an overarching Advisory Board made up from voluntary and community sector representatives, members of the public and service users representing the diverse communities of this borough. While Mind in Bexley and Age Uk are jointly responsible for the Healthwatch contract, the Board is the body that drives and oversees the work and ensures that Healthwatch is accountable to the public and stakeholders.

There are working agreements between Mind in Bexley and Age Uk Bexley Trustee Boards and the Healthwatch Bexley Advisory Board, to ensure clear lines of responsibility, independence and accountability. Mind in Bexley will employ staff to support the work of Healthwatch, and have responsibility for financial management, insurance, and various support services.

**Role description**

To **provide Non executive** **leadership** and work with the Healthwatch staff team and Advisory Group in setting the strategic plan and **Annual Report for** HWB, in line with the Local Authority, Department of Health and Social Care, and Healthwatch England requirements and agreed objectives, through good governance and effective strategic planning.

**Role and responsibilities of the Chair of the Advisory Group:**

Adhere to the “Nolan Principles”, The Seven Principles of Public Life. These being -

Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, Leadership.

**Promoting good governance:** Oversee governance of HWB, working with **the HWB Manager and staff team,** the Advisory Group and Mind in Bexley and Age UK Bexley to ensure:

* Compliance with financial regulations, standing orders, delegated authorities and agreed codes of governance including Terms of Reference
* The Group consists of suitably skilled, experienced and diverse members who understand their roles and responsibilities with appropriate arrangements for appraisal, training and development.
* Key issues are discussed by the Advisory Group in a timely manner with appropriate information and that the Group receives professional advice when needed.

**Chair Board meetings, participating in other committees/groups required, ensuring:**

* Agendas are agreed for Advisory Group meetings in consultation with the Healthwatch Manager.
* **The business of the Advisory Group is conducted efficiently, and the key HWB priorities are delivered**
* All members are given the opportunity to express their views and that appropriate standards of behaviour are maintained in line with an agreed code of conduct.
* Decisions are taken as delegated through the appropriate procedures.
* To declare any relevant personal, professional or commercial interests in any matters being discussed by the Advisory Group.

**Focusing on performance and working with the Board to:**

* Oversee performance and continuous improvement to drive excellence and impact.
* Lead the Advisory Group in scrutinising and reviewing performance and patient, service user, carer and wider community satisfaction with reference to the performance of comparable organisations.
* Oversee the publishing of an Annual Report and highlighting priorities, progress & key issues.

**Maintaining good relationships with staff:**

* Build and maintain effective working relationships with the staff team and senior staff within other organisations and ensure that the Advisory Group as a whole acts in partnership.

**Representing Healthwatch Bexley:**

* Build and maintain good relationships with key stakeholders, including members of the public, patients, service users, carers, Healthwatch England, the Department of Health, Care Quality Commission, Bexley Council, Monitor (Regulator of NHS Foundation Trusts), NHS funded providers, and Clinical Commissioning Groups. Act as an ambassador and representative for and uphold the reputation of Healthwatch Bexley and its values.
* Network and promote the achievements, purposes and benefits of Healthwatch Bexley.
* Ensure that Healthwatch Bexley is represented on various boards and committees including NHS Bexley Clinical Commissioning Group, Health and Wellbeing Board and that it plays a proactive role in decisions relating to the Health and Wellbeing Strategy, planning, commissioning and delivery of health and social care.

**Person Specification**

Skills

* A good level of communication skills, capable of playing an active role at regular meetings.
* Good interpersonal skills, including listening.
* Ability to communicate and engage with a range of different people e.g. members of the public from different communities, to commissioners.
* Ability to understand, inform and influence policy decisions.
* Strategic awareness with ability to problem solve and plan for the future.
* Analytical skills and awareness, with the ability to understand and work with complex information.
* Ability to motivate self and achieve change with others.
* Ability to develop effective and sustainable working relationships.
* Ability to act on behalf of, and represent others.

Knowledge

* Awareness of current health and social care issues and an understanding of the role of patient and public engagement.
* Awareness of the expectations on people acting as representatives of the public.
* Good understanding of the duties and functions of Healthwatch.

Experience

* Experience of health and/or social care services, as a user, or as a carer of someone who has used services, or through previous employment.
* Experience of conducting consultation or engagement activities.
* Strategic planning experience
* Experience of public representation, particularly in health and social care, acting as an advocate, or member of a representative group.
* Previous involvement in community and/or voluntary activity.

Personal Qualities

* Enthusiasm for innovation and challenge.
* Flexible, adaptable and open-minded.
* Belief and commitment to improve experiences of health and social care.
* Non-judgemental and respectful of diversity.
* Able to make informed and balanced judgements.

**Eligibility and exclusions**

**Applications will be considered from:**

* Anyone who is over the age of 18 and lives, works (non- statutory organisation) or studies in London or within reasonable traveling distance.
* Anyone who is registered with a Bexley General Practitioner (GP).

**Applications from the following will not be considered:**

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

**When required**

Advisory Group meetings will take place bi-monthly, lasting approximately 90 minutes. **The chairperson is expected to attend all meetings, consider relevant paper work, and may also represent HWB at other events, and forums etc.**  We anticipate time commitment to be **1-2 days per month**, depending on level of involvement.

**Training and support provided**

* Induction
* Training specific to the role

Healthwatch Bexley will provide training and support for Lay Members in alignment with their roles within HWB. We appreciate that the Lay Member will need to give a strong commitment to improving local health and social care services for all and that they need to be equipped for this role.

Healthwatch Bexley is committed to equality and diversity and welcome interest from the many diverse communities and groups within Bexley. We recognise that some people may need additional support to fulfil this role. Please contact us for any support.

**Benefits**

* Training opportunities relevant to the role
* Understanding the workings of a local Healthwatch organisation

**Terms and Conditions  
  
Remuneration**Up to £5,000 per annum, will be paid depending on experience.  
  
**Recruitment method**  
  
Application form, Interview, References, CRB/DBS check, Trial Period

**Application closing date**

The application closing date is **4th January 2019 at 5pm**.

**Contact Information**

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