

**Join us and become our
chairperson.
Recruitment Pack
2021**



**Healthwatch Sefton.
Sefton CVS.
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Introduction

Thank you for thinking about joining us at Healthwatch Sefton to volunteer as our Chairperson. We are looking for a skilled, knowledgeable and experienced individual to continue to lead Healthwatch Sefton. I hope that the information in this pack will give you a feel for the organisation we have established as well as a sense of what an exciting opportunity this is.

Healthwatch Sefton which is an established subsidiary company limited by guarantee under the auspices of Sefton Council for Voluntary Service (Sefton CVS). Over the last seven years we have set up an independent organisation that is the influential and effective voice for the public for both health and social care services.

The role of chairperson will require someone with drive, energy, enthusiasm and a knowledge, understanding and experience of governance at a senior or board level. The chairperson of Healthwatch Sefton will also have a seat on the Sefton Health & Well Being Board and will need to take a leadership role within the newly emerging health and care system. The role will include leading and further developing Healthwatch Sefton, working as one of the Directors, chairing the Board, chairing the operational Steering Group and working with other partners to set the strategic plan and direction.

This position is voluntary and unpaid, however reasonable out of pocket expenses will be paid. The chairperson will have access to office accommodation (Burlington House) and administrative support. **In order to apply for this position you must not be employed by an NHS organisation or Sefton Metropolitan Borough Council.** This pack contains information about Healthwatch nationally and locally; about the role of the Chairperson in leading the work of Healthwatch Sefton; and how to apply.

The closing date for applications is **5pm, Friday 9th December** and we look forward to hearing from you.

Yours sincerely



Diane Blair
Manager.

About us

The Healthwatch model is incredibly simple. We give Sefton residents the opportunity to share their experiences of using health and social care services, and make sure that this valuable feedback reaches the powers that be and leads to positive change. We also help people to get the information and advice that they need.

We have the power to make sure that the Government and those in charge of services hear people's voices. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. We have a national body, Healthwatch England and further information can be found here: www.healthwatch.co.uk

What are our core beliefs?

We believe that health and social care providers can best improve services by listening to people's experiences.

We believe that everyone in society needs to be included in the conversation. Especially those whose voices aren't being listened to.

We believe that comparing lots of different experiences helps us to identify patterns and learn what is and isn't working.

We believe that feedback has to lead to change. Listening for listening's sake is not enough.

Our Values

**Listening
Including
Analysing
Acting
Partnering**

Who we are

Healthwatch Sefton is a company limited by guarantee and a subsidiary company of Sefton Council for Voluntary Service. We have a small staff team and a large team of volunteers. Further information can be found here www.healthwatchsefton.co.uk

Our functions

The Health and Social Care Act 2012 was part of the Governments health and social care reforms and the act made provision for the establishment of Healthwatch as a consumer champion. In line with this we have a number of functions which we have to work to:

Gathering views and understanding the experiences of patients and the public.

Making people's views known.

Promoting and supporting the involvement of people in the commissioning and provision of local care service and how they are scrutinised

Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)

Providing advice and information (signposting) about access to services and support for making informed choices

Making the views and experiences of people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion.

Providing or supporting the local NHS Complaints Advocacy service.



Chairperson of Healthwatch Sefton.

ROLE DESCRIPTION

The Role.

- To lead and work with the Board and Steering Group in setting the strategic plan and direction of Healthwatch Sefton, in line with national requirements and agreed objectives, through good governance and effective strategic planning.
- To take a leadership role within the Health and Wellbeing Board as the ambassador for local people.
- To ensure Healthwatch Sefton is managed efficiently, effectively and in line with its constitutional and statutory obligations, code of conduct, and best practice.
- It is expected that the Chair (and all Board/Steering Group members) will uphold the Seven Principles of Public Life as defined by the Nolan Committee:-
 1. Selflessness
 2. Integrity
 3. Objectivity
 4. Accountability
 5. Openness
 6. Honesty
 7. Leadership.
- As a Member of the Health and Wellbeing Board, a statutory Committee of the Council, you will be required to comply with the rules and regulations which are enshrined in the legislation, and the regulations which relate to the Health and Wellbeing Board. At the point of recruitment this committee meets every three months.

The Board.

The Healthwatch Sefton Board will control: corporate governance; finance; human resources and audit. At the time of appointment the Board meets every three months. The Board will oversee governance of the organisation, working with the Healthwatch Sefton Steering Group and Sefton CVS to ensure:

- The Board and Steering Group consists of suitably skilled, experienced and diverse members who understand their roles and responsibilities ensuring appropriate arrangements are in place for appraisal, training and development of members.
- Key issues are discussed by the Board/ Steering Group in a timely manner with appropriate information made available and receiving professional advice when needed.
- Robust financial processes and strong governance systems are in place.
- The Board and Steering Group develop vision, strategies and clear objectives to deliver organisational purpose.
- The Board structures that support accountability are properly constituted.
- Compliance with legislation, requirements and instruments governing the Company.
- Visible leadership in developing a positive culture for the organisation and to ensure that this is reflected and modelled in their own, and in the Board's behaviour and decision making.
- Leadership of a Board and Steering Group that is responsive and accountable to members, partners and stakeholders with an interest in its work.

Oversee the Performance of the Board.

- Ensuring the Board's business is conducted efficiently and effectively through a framework of appropriate terms of reference, internal and financial controls, with strategies in place to manage and mitigate risk.
- Chair Board meetings, participating in other committees/groups as required.
- Ensuring the Board and individual Directors act according to high ethical standards and appropriate standards of behaviour are maintained in line with an agreed code of conduct.
- Ensuring all Board members are given the opportunity to express their views and decisions are taken, recorded and compliant with the Company's procedures.
- Overseeing the performance and continuous improvement of the organisation to ensure excellence and quality assurance.
- Overseeing the publishing of an Annual Report and Accounts each year, highlighting priorities and progress and key issues.

The Steering Group.

Membership of the steering group will be broadly representative of Healthwatch Sefton's geographical area (Locality representatives) and the community of Sefton through the networks supported via Sefton CVS and other networks across Sefton. At the time of appointment, the steering group meetings take place every month (excluding August and December)

Oversee the Performance of the Steering Group.

- Ensuring clearly defined delegation of duties are in place that enables the work of Healthwatch to be carried on effectively between meetings of the Steering Group.
- Chair Steering Group meetings, participating in other committees/groups as required.
- Ensuring all Steering Group members are given the opportunity to express their views and decisions that are taken are recorded and compliant with the Company's procedures.
- Overseeing the performance and continuous improvement of the organisation to ensure excellence and quality assurance.
- Leading the Steering Group in scrutinising and reviewing performance and patient, service users, carer and wider community satisfaction with reference to the performance of comparable organisations.

Maintaining good relationships with staff.

- Building and maintaining effective working relationships with the Healthwatch Sefton staff team* and senior staff within other organisations. *the staff team are seconded from Sefton CVS.
- Providing appropriate advice, support and challenge to the Healthwatch Manager.

Representing Healthwatch Sefton and Acting as an Ambassador.

- Build and maintain good relations with key stakeholders including: members of the public; patients; carers; local residents; Sefton Council; Healthwatch England; NHS England; The Care Quality Commission and other regulatory organisations; NHS & Council funded health & social care providers and the NHS Southport and Formby and South Sefton Clinical Commissioning Groups.
- Act as an Ambassador and representative for the organisation, upholding the reputation and integrity of Healthwatch Sefton and its values.

- Network and promote the achievements, purposes and benefits of Healthwatch Sefton.
- Ensure Healthwatch Sefton is represented on the Sefton Health and Wellbeing Board and undertakes a proactive role in influencing the policy, planning, commissioning and delivery of health and wellbeing services, with a particular focus on health and social care.
- Have a strong commitment to forming strategic partnerships and effective working relationships with other organisations.

Time commitment

- In reviewing the time commitment and the core activities of the role, we believe that the minimum commitment to the role is 2 days per month (which can be covered over a number of days/hours).
- As chairperson, you will be invited to meetings and other engagements (ad hoc) and we require someone in the role who is flexible in their ability to volunteer with us.

PERSON SPECIFICATION.

The applicant should be able to demonstrate that they have the skills and experience in the following areas:

CORE COMPETENCIES

1. Strong communication and interpersonal skills, able to liaise with a wide range of stakeholders and audiences.
2. Strategic thinking, able to analyse complex information, demonstrate clear analytical intellect and guide rational decision making.
3. Support the values, ethos and objectives of Healthwatch Sefton
4. Clear understanding and experiences of governance and the associated legal responsibilities.
5. Previous experience of chairing meetings.

KNOWLEDGE AND EXPERIENCE

1. Experience of leading an organisation as a member of a management board, committee or senior management team.
2. Good understanding of health, social care and wellbeing policy issues/challenges facing NHS and local authorities.
3. Experience of working collaboratively with partners at Board level, with the ability to influence others through persuasion, tact, diplomacy and reasoning.
4. Able to demonstrate good awareness and understanding of the current environment in Sefton and how local health and social care and wellbeing services are delivered.
5. Experience of, or good understanding of working with customer focussed organisations and a commitment to high standards of customer care.
6. An understanding and experience of voluntary sector organisations and communities.
7. Strong credible leadership style, with experience of leading, managing and delivering which demonstrates improvements for individuals or communities.

SKILLS, ABILITIES, PERSONAL BEHAVIOUR AND STYLE.

1. Ability to plan strategically and with vision.
2. Ability to prepare strategic reports to health and social care commissioners and providers and to implement subsequent recommendations.
3. Understanding of financial statements and budgets.
4. IT Literate
5. Proactively demonstrates strong commitment to equality and diversity
6. Listens to others and provides decisive leadership when it is required.

7. Open to learning and development for self, staff and Board/Steering Group.
8. Time and commitment to effectively discharge the responsibilities of the post.

RECRUITMENT PROCESS

We are recruiting a chairperson through an open process by way of public advertisement. Applicants will be expected to submit their interest by completing the application form. No CV's or other communications will be considered. Applicants must provide sufficient evidence to demonstrate they are capable of performing the role of chairperson.

Following receipt of applications, the shortlisted candidates will be interviewed by a panel. Those attending for interview will be notified of the outcome as soon as possible after the interviews. Sefton CVS will conduct post interview checks and will take up references before the appointment is formally made.

Please note: Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted. If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

HOW TO APPLY FOR THIS ROLE

To apply for this role, please complete the application form and return it using the details provided. If you would like to have an informal discussion about the role, then please contact:

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