

**Recruitment pack: Healthwatch City of London**

**Board member role**

**August 2018**

## **Background**

The Health and Social Care Act 2012 establishes Healthwatch England at the national level and requires local authorities to establish a local Healthwatch in their areas with effect from April 2013.

Healthwatch City of London is the independent 'people's champion' and is a major part of the governments vision for health and social care services that are centred on patients, service users, carers, workers and the general public.

Its role is to give citizens and communities a greater say and more influence over those services – from how they are commissioned through to how their care is delivered. It gives local people the chance to say what they think about health and social care services so they can be challenged and improved.

The key objectives of Healthwatch are:

- To promote and support the involvement of City of London residents and workers in having a say about the way your health and social care services are provided.
- To harness the expertise of individuals, local communities and voluntary organisations especially those working with people and communities who often do not have a voice or are hard to reach.
- To support people in taking more control of their own health and social care by signposting to organisations who provide information and advice on access to local services and the choices open to them.
- To work in cooperation with Healthwatch England and the Care Quality Commission
- To undertake Enter and View visits as appropriate.

Healthwatch City of London is committed to working with all residents including children and young people, those with disabilities those with physical, mental and emotional illness. In recognition of the unique role the City plays in the nation's economic health, the wellbeing of those who work in the City is of great importance.

Board Members are appointed for a term of three years with the option of applying for a further term. You will be required to attend Board meetings every two months.

Board members will be given an induction programme to understand what Healthwatch is expected to do and the role of Board Members. The staff team will provide support and detailed papers and information.

We welcome applications from anyone who lives or works in the City of London. Please see the Person Specification for details and how to apply.

## **WHO WE ARE**

The Healthwatch City of London (HWC<sub>o</sub>L) contract was awarded to Healthwatch Hackney (HWH) in April 2018. HWH is a Community Interest Company (CIC) set up as part of the Health and Social Care Act 2012 which now hosts Healthwatch City of London. Healthwatch Hackney and Healthwatch City of London have separate Boards with separate specifications and outcomes. Healthwatch City of London's contract is with the Corporation of London and managed by Healthwatch Hackney.

There is an unpaid Chair and a small number of non-executive Directors (Board Members). The staff supporting the work of HWCofL are shared with HWH and are made up of an Executive Director and full time and part time staff who are supported by volunteers both within Hackney and the City of London.

## **MAIN RESPONSIBILITIES AND TASKS**

- Ensure that Healthwatch City of London meets its legal obligations within the framework set up by the contract holder.
- Agree the Healthwatch City of London priorities in line with the specification and outcomes required by the City of London Corporation.
- Oversee the development and delivery of the strategic direction of Healthwatch City of London.
- Develop and maintain the knowledge and understanding of the outcomes required for the Healthwatch contract.
- Attendance and participation in Board meetings – approximately once every two months
- Preparation for Board meetings – reading papers before meetings and asking for more information as required.
- Raising issues that have come to your attention at Board meetings.
- Participation in Board training and development activities including the annual Away Day.
- Acting as an ambassador for Healthwatch – including representing Healthwatch at other meetings and respecting and representing the Board’s agreed position on a range of topics
- Willingness to attend external and/or ad hoc meetings in line with Healthwatch invitations e.g. patient meetings at local hospitals to speak up on patients’ views or representing Healthwatch at community events to promote the work of Healthwatch.
- Develop networks that can enhance the delivery of Healthwatch objectives
- Participate in Enter and View activities.
- Providing reports on all meetings attended on behalf Healthwatch.
- Talking informally to friends and residents to obtain their comments.
- To promote the recruitment of volunteers.
- Always acting selflessly in the best interests of Healthwatch in line with standards of accountability in public life.

## **Person specification criteria**

It is not expected that applicants will conform to all aspects of this specification but applicants must be able to convince the interview panel of their ability to address any shortfalls.

### **Essential**

- Knowledge of national health and social care services
- Knowledge of health and social care services in the City of London

- Think strategically to see the overall picture and understanding the potential impacts this big picture can have on Healthwatch City of London
- Understand how risks affect Healthwatch.
- Demonstrate strong organisational skills and experience.
- Good verbal, and written communication skills – access to email is essential
- Demonstrate the ability to communicate with the diverse groups of people that make up the population and workforce of the City of London.
- Demonstrate good listening skills.
- Able to identify priorities and keep to dead lines
- Able to work on your own initiative and as part of a team
- Maintain an open mind in seeking the views of others and value the contributions others make.

### **Desirable**

- Understanding of the impact of changing NHS and social care strategies on local populations.
- Demonstrate experience of writing reports
- Demonstrate organisational skills and experience in the public, private or voluntary sector.

### **Exceptions**

- Must be over the age of 18
- Health and social care providers (and their employees) within the City of London and Hackney
- Commissioners of health and social care, commissioning services for City of London and Hackney
- Current employees of the City of London Corporation and the London Borough of Hackney.

### **How to apply**

Please send an up to date CV (maximum 2 sides of A4, minimum font size 11) and a covering letter (maximum 2 sides of A4, minimum font size 11) that addresses, with examples, each of the points in the person specification with details of two referees with the subject line – ‘Application for Board Members of Healthwatch City of London’ to [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk)

### **Accessibility**

Healthwatch City of London seeks to be open to all those who live or work in the City of London. If you require any support to help you to apply for this role – please contact us on and we will make appropriate arrangements to enable this.

## **Timetable**

Application deadline: 18 October

Interview date: week commencing October 2018

Applications to be sent to:

For further information – please speak to Gail Beer, Interim Chair, Healthwatch City of London on [07856 796512](tel:07856796512) or email [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk)