



**Recruitment Pack
Healthwatch City of London Board**

City worker role

October 2018

Background

The Health and Social Care Act 2012 established Healthwatch England at national level and required 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 government's 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 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 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.

This role has been specifically developed to provide leadership and direction in one of the key priorities for the City of London Healthwatch team.

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

Board members will be given an induction programme to understand the role of a Board Member. 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 (HWCoL) 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 HWCoL 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.
- Attend and participate in Board meetings – approximately once every two months
- Prepare for Board meetings – reading papers before meetings and asking for more information as required.
- Raise issues that have come to your attention at Board meetings.
- Participate in Board training and development activities including the annual Away Day.
- Act 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
- Willing 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 delivery of Healthwatch objectives
- Participate in Enter and View activities.
- Provide reports on all meetings attended on behalf Healthwatch.
- Talk informally to friends and residents to obtain their comments.
- Promote the recruitment of volunteers.
- Always act a selflessly in the best interests of Healthwatch in line with standards of accountability in public life.

Health of City workers

Approximately 500,000 people come into the City every day during the working week. The diversity of this group is considerable: a multinational workforce in a variety of roles with varying degrees of access to services and multiple health needs that covers a 24-hour period.

The work force is not restricted to large organisations; there are also a considerable number of small and medium sized business and contractors, ranging from highly

skilled and highly paid to those with limited qualifications and earning a minimum wage.

The physical and mental health of all these groups and the individuals within them is as diverse as the work they do. The pressures of those who work in the city are well documented, from the work environment, long hours, frustrations over transport links and access to health services outside their local area.

Concerns over alcohol and drug use are well documented and improving the mental and physical health of those who work here is not restricted to these areas.

Healthwatch City of London has prioritised the development of a strategy to improve the health of city workers. Building on the key initiatives of Healthwatch but adapting them to the 'City Worker', this Board member will lead on the development and delivery of the strategic approach to:

- improve engagement with city workers
- influence the development healthcare services that meet their needs
- signpost and bring together key initiatives to ensure they are accessible to all
- influence the public health agenda within the City of London to ensure that the needs of city workers are recognised

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
- Understanding of the provision of private care within the City of London
- Knowledge of access health and social care services as well as private health care services in the City of London
- Knowledge of the impacts of the workplace on the physical, mental and emotional health of those who work in the City
- Appreciation of the diversity of workers in the City and a commitment to take that diversity into consideration when developing plans
- Think strategically to see the overall picture and understand the potential impacts the 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.
- Ability 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 changing face of the work environment and its pressure on the workforce
- 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; 'City Worker' Healthwatch City of London to BusinessUnitTeam@cityoflondon.gov.uk

For further information, please speak to Gail Beer, Interim Chair, Healthwatch City of London.

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 BusinessUnitTeam@cityoflondon.gov.uk and we will make appropriate arrangements to enable this.

Timetable

Application deadline: 25 October 2018

Interviews week commencing: 4 November 2018