

**Recruitment pack:
Healthwatch City of London**

Chair of board of directors

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' for health and social care in the City of London. We actively seek out the views of the public and patients on all matters relating to health and social care e.g. their experience in hospital, social care services, GP, dentist, pharmaceutical services and collate those together to produce impact statements and reports. With this evidence we seek to campaign for change for the better the way health and social Care services are designed, delivered and improved. We have excellent relations with Commissioners across both the City and Hackney Borough.

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 and City Workers.

You will be responsible for the strategic development of the organisation, the setting of priorities and the delivery of statutory and contractual obligations.

The Chair is appointed for a term of three years with the option of applying for a further term. You will be required to attend monitoring meetings with the Corporation every quarter. It is anticipated the role will require 2 – 3 days per month.

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.

A full induction programme will be provided for the successful applicant which will cover the contractual obligations and outcomes framework, what Healthwatch is expected to accomplish and the role.

Who we are

The Healthwatch City of London (HWCoL) contract was awarded to Healthwatch Hackney (HWH) in April 2018. It had previously been a separate organisation within the City of London. HWH is a Community Interest Company (CIC) set up as part of the Health and Social Care Act 2012 which now incorporates 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.

Statutory duties: aims and objectives

Healthwatch City of London must undertake the following core activities:

- Ensure that HWCoL meets its legal obligations – to operate in the line with company law and use of legal powers in the best interest of local people.
- Ensure that the specification and outcomes framework are met as required by the Corporation of London.
- Promote and support involvement of local people in the commissioning provision and scrutiny of all local health and care services.
- Enable local people to monitor the quality of all local health and care services and recommend whether and how they could be improved.
- Obtain local people's views on their experience of using local health and care services, advise on gaps in provision highlighted by patients and users, enter local health and social care premises and, importantly, make people's views known.
- Produce reports and recommendations about how all local care services could be improved and direct these reports to commissioners and providers of health and care services, agencies responsible for scrutinising local services and Healthwatch England.
- Provide advice and information on how to access all local health and care services so people can make informed choices about managing their health and care needs.

- Formulate views on the standard of provision and on whether and how provision can and ought to be improved and sharing these views with Healthwatch England.
- Making recommendations to Healthwatch England and advise the Care Quality Commission (CQC) on conducting special reviews or investigation (or where the circumstances justify doing so, making such recommendations directly to the CQC) and to make recommendations to Healthwatch England to publish reports on particular issues.
- Provide Healthwatch England with the intelligence and insight it needs including participating in Healthwatch England projects to enable it to perform effectively.

Job description

The Chair is the senior board member and is expected to carry out the following:

Strategic and contractual

- Ensure that the organisation, in conjunction with the Chair of HWH, can deliver the statutory and contractual obligations.
- Have a full and detailed understanding of the contract specifications and the Corporation of London's outcome framework.
- Understanding the potential impacts on the City of London and HWCoL of health and social care strategies in partner organisations.
- Understanding how risks affect HWCoL
- Supporting the Executive Director and advising the Board regarding the strategic direction of HWCoL including the setting of priorities to deliver contractual obligations.
- Participate in the development and critique of strategies that deliver services to the City of London population ensuring the public voice is heard.

Organisational

- Chairing HWCoL Board meetings – every three months
- Preparation for Board meetings including obtaining as required, papers and additional information
- To support HWCoL Board Directors in participating in events, regular meetings and programmes of work – championing the work of HWCoL.
- To participate in Board training and development activities and to take the lead on the design, development and successful delivery of the annual Away Day.
- To work closely with the Board of HWH identifying synergies and the opportunities offered by closer integration of strategies and solutions.
- Ensuring HWCoL is well governed with robust policies and procedures in place.

- To hold regular meetings with the Executive Director in respect of the HWCoL contract.
- To provide formal and informal reports on all meetings attended.

External

- Chairing the AGM and other public engagement events when appropriate
- Representing HWCoL at the City of London Health & Wellbeing Board and other external meetings in line with expectations of partners.
- Representing the organisation externally whenever appropriate, acting as an ambassador for the organisation, promoting it's work and enhancing its reputation and credibility.
- Establishing and building constructive relationships with HWCoL, key stakeholders, in particular providers and commissioners of health and social care.

Financial

- Ensuring that budgets and accounts are available at each Board meeting.
- Ensuring that HWCoL keeps within budget and demonstrates effective use of resources.
- To identify opportunities for fundraising.

Person specification criteria

Essential

1. Knowledge and understanding of the statutory functions of HWCoL and Healthwatch England.
2. Interest and understanding of how health and social care are planned and delivered within the City of London and at a national level.
3. Ability to identify priorities within the specification and outcomes framework.
4. Ability to demonstrate excellent governance skills
5. Experience of supporting and developing an organisation.
6. Experience of chairing professional and public meetings
7. Excellent communication skills with proven ability to communicate with a range of people at all levels and the general public of all ages.
8. Proven ability to manage existing successful partnerships, alliances and working relationships with a range of organisations, stakeholders and communities and to build and consolidate new partnerships whenever required.

9. Proven ability to lead, influence and negotiate successfully at a senior level in the public, private and voluntary sectors.
10. Demonstrate and maintain confidentiality and integrity.

Desirable

- 11 Sound knowledge of good practice in citizen consultation, engagement practice and service user voice representation.
- 12 Experience of working (paid or unpaid) in the public or voluntary sector preferably at a senior level and in a complex decision-making environment
- 13 Experience of helping the development of an organisation and enhancing its reputation
- 14 An understanding of wider health and social care commissioning and delivery in England.
- 15 Knowledge of the current health and social care environment in North East London.

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 3 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 Chair of Healthwatch City of London' to:

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

Timetable

Application deadline: 18 October 2018.

Interview date: week commencing 29 October.

Applications to be sent to: BusinessUnitTeam@cityoflondon.gov.uk

For further information please speak to Steve or Reno via BusinessUnitTeam@cityoflondon.gov.uk