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**Healthwatch Leicestershire**

Chair role and details

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**Introduction**

A new independent consumer champion for health and social care services Healthwatch Leicestershire has been set up to help residents and communities influence and challenge how these are provided. It has taken over responsibilities from the Leicestershire Local Involvement Network and is implementing additional services around advice and guidance from April 2013.

Leicestershire County Council has responsibility for commissioning the local Healthwatch service. It has awarded the contract to deliver Healthwatch to Voluntary Action LeicesterShire (VAL).

The governance arrangements include an overarching Healthwatch Leicestershire Board (HWL Board) that is made up of members who are able to represent the diverse communities of the county. While VAL is responsible for the Healthwatch contract, the HWL Board is the body that drives and oversees the work and ensures that Healthwatch is accountable to the public and stakeholders. The VAL Trustees employ staff to support the work of Healthwatch and has the responsibility for financial management, insurance, contract performance and compliance.

To support this relationship there will be working agreements between the VAL Trustee Board and Healthwatch Board, to ensure clear lines of responsibility and accountability. The Healthwatch Chairperson will be co-opted to the VAL Trustee Board and there will be a VAL Trustee on the HWL Board.

The role of Chairperson will require someone with drive, energy, and enthusiasm. The Chairperson of Healthwatch Leicestershire will also have a seat on the Leicestershire Health and Wellbeing Board and will need to take a leadership role within the health and wellbeing system.

The role will include leading and developing Healthwatch Leicestershire by building on the work of the transition arrangements led by the Interim Chair and Interim Leadership Group supported by the Reference Group with the rest of the Board members and other partners to set and drive forward the initial set the strategic priorities agreed following public consultation. Introducing strong and transparent working practices to enable Healthwatch Leicestershire to represent the views of Leicestershire’s residents will be paramount. Healthwatch Leicestershire is a membership organisation, of individuals and voluntary sector and patient-led groups and aim to develop its membership to be representative of the geographical, social and demographic characteristics of the County.

Healthwatch Leicestershire is the independent local consumer champion for patients, service users and the public across health and social care. It aims to give residents and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

The position attracts a remuneration of £7,500 per annum (plus out of pocket expenses) to reflect the work involved in developing a successful local Healthwatch that commands the respect and support of the people it serves.

The biggest commitment is likely to be attending the Board meetings and carrying out the representation functions. It is expected that there will be a greater time implication at the start of the role estimated to be 2 days a week which will eventually average out at 3 - 4 days per month.

The initial Chair will serve for two years with a review at the end of twelve months.   
  
The Board elected from the membership will elect two vice-chairs to support the Chair.

You can download further information and the job description, person specification from [www.healthwatchleicestershire.co.uk](http://www.healthwatchleicestershire.co.uk)

**More information about Healthwatch can be found on:**

Healthwatch Leicestershire: [www.healthwatchleicestershire.co.uk](http://www.healthwatchleicestershire.co.uk)

Healthwatch England: [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

Search Healthwatch on the following sites:

Department of Health: [www.doh.gov.uk](http://www.doh.gov.uk)

Care Quality Commission: [www.cqc.org.uk](http://www.cqc.org.uk)

Healthwatch and Public Involvement Association (HAPIA): [www.nalm2010.org.uk](http://www.nalm2010.org.uk)

**Letter to candidates**

**Dear Candidate**

Thank you for expressing your interest in joining Healthwatch Leicestershire as the prospective Chairperson of the Board. We hope that the information in this pack will give you a feel for what we are seeking to establish and a sense of what an exciting opportunity this is.

The NHS reforms proposed in the White Paper *Equity and excellence: Liberating the NHS* set out the government’s vision for the future of the NHS and its proposals for Healthwatch. It said that the NHS would ***“be genuinely centred on patients and carers” and “give citizens a greater say in how the NHS is run”.*** One of the main ways the government intends to do this is by creating a new consumer champion – Healthwatch.

Healthwatch Leicestershire will strengthen the collective voice of local people across both health and social care, influencing Joint Strategic Needs Assessments and joint health and wellbeing strategies – on which local commissioning decisions will be based through its seat on the Leicestershire Health and Wellbeing Board. It will monitor and challenge the commissioning and delivery of health and social care services as the independent consumer champion for the people of Leicestershire.

Establishing successful Healthwatch organisations, rooted in communities and responsive to their needs, will mean working differently in many cases. It will also mean working much more collaboratively so that local Healthwatch organisations can operate as part of existing local community networks, including voluntary and patient-led organisations drawing on information, advice and local knowledge that already exists. Collaboration with Healthwatch Leicester and Healthwatch Rutland, and other Healthwatches in the East Midland and beyond will increase the effectiveness and influence of Healthwatch Leicestershire.

We are looking for a dynamic person of the highest calibre to become Chairperson of the Healthwatch Leicestershire Board and who shares our passion for establishing Healthwatch in Leicestershire as the “consumer champion” for NHS, public health and social care services across the county.

You will need the ability to play a leading role in promoting Healthwatch Leicestershire and taking a leadership role within the Health and Wellbeing Board as the ambassador for local people. You will need to demonstrate that you have the knowledge, skills and experience to deliver exceptional results through effective leadership at Board level and a commitment to team work. The role of Chairperson will involve maintaining strong working relationships with Voluntary Action Leicestershire to demonstrate that it is successfully delivering commissioned arrangements.

Healthwatch Leicestershire will have a far reaching remit in being able to monitor, challenge, influence, signpost and advising in respect to NHS, Public Health and Social Care in conjunction with a wide range of partners and stakeholders.

It will also provide information and advice to help people access and make choices about services as well as access independent complaints advocacy to support people if they need help to complain about NHS funded services. Healthwatch will have credibility and public trust through being responsive and acting on concerns when things go wrong, and operating effectively and efficiently, with the objective of improving the public experiences of health and social care in Leicestershire.

Healthwatch Leicestershire (in line with national guidance) will:

**Influence**

To shape the planning and delivery of NHS, public health and adult and children’s social care services. This will include scrutinising the quality of services, particularly in response to public concern, holding them to account, representing the voice of the public and patients, contributing to the work of the Health and Wellbeing Board, contributing to the Joint Strategic Needs Assessment (JSNA) and working in partnership with commissioners of NHS, public health and adult and children’s social care services.

**Signpost**

To help people to make choices about their care by providing evidence based information about local services and supporting patients and the public to choose the most appropriate service.

**Advise**

To empower and enable individuals to speak out, including supporting them to access NHS complaints advocacy services. Healthwatch Leicestershire will provide, or signpost people to, information about local health services and how to access them. It will provide people with information about their choices and what to do when things go wrong; this includes signposting people to the relevant provider. It does **not** deal with individual complaints, nor will it duplicate services provided by PowHer Advocacy who have been commissioned by a cohort of Local Authorities across the East Midlands to fulfil the advocacy requirements set out under the Health & Social Care Act 2012.

Healthwatch Leicestershire will be led by a board of twelve people including: a Chair of the Board, 2 Vice Chairs, 4 Healthwatch Members, VAL Trustee, Healthwatch Director and up to 3 co-options (to be decided by the new Board). The role of the HWL Board is to help determine the strategic direction and to ensure engagement with all segments of the local population in order to provide a representative voice for as many residents and health and social care service users as possible. The Board election has taken place and details of elected members can be found on www.healthwatchleicestershire.co.uk.

If you want to play an integral leading part in shaping the future of a vital service within Leicestershire, with the ambition, and leadership to establish itself as trusted, and publicly accountable Healthwatch, then we will be delighted to hear from you.

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| Comms:Media:HealthWatch:ID784 HW Leicestershire Chair Recruitment :linda-signature.png  **Linda Jones, Chair**  Voluntary Action Leicester | Macintosh HD:Users:Rich:Desktop:vijay-signature.jpg  **Vijay Sharma, Interim Chair**  Healthwatch Leicestershire |

**Role description**

**Chair of Healthwatch Leicestershire Board**

**Purpose of Role**

To Chair the Board of Healthwatch Leicestershire which is the consumer champion for health and social care and lead the development of Healthwatch. The objective of Healthwatch Leicestershire is to engage and signpost patients and the public in a way that promotes better outcomes for all. It will be a robust and credible player in the local health and social care economy with appropriate levels of skills and competences to enable it to operate and deliver to the highest levels. It will be accountable to the people it serves, it’s commissioners and to stakeholders.

**Main responsibilities**

1. To provide strategic leadership for Healthwatch Leicestershire through chairing of the Board and in partnership with VAL to support it in help achieving its objectives. These are to:

* Ensure local people have access to advice and information to help them make informed choices about their health and social care needs;
* Work with and signpost to existing networks, advice, information and advocacy providers;
* Promote and support the involvement of local people in the commissioning and provision of local care services;
* Gather the views of local people and aggregate this information into evidence of need;
* Make this information known to commissioners and providers of services, regulatory and assessment bodies such that improvements to services for local people can be made;
* Monitor, scrutinise and challenge the commissioning and provision of NHS and social care services

1. To chair Healthwatch Leicestershire Board meetings and other meetings, secure the involvement of the Healthwatch membership and volunteers and facilitate such public events as deemed appropriate by the Board.

1. To work with the local health and social care, statutory, voluntary and community organisations to create a ‘network of networks’. The network created will be the foundation for Healthwatch to collect, analyse and evidence information to champion the needs of patients and public to health and social care decision makers through the Health and Wellbeing Board and Healthwatch England.
2. To build the credibility of Healthwatch Leicestershire with all partners and the general public and to enhance brand awareness to encourage engagement and participation, including areas and people who/which are “harder to reach”.
3. To lead the Board in its role of establishing and building relationships with key strategic partners and stakeholders.
4. To oversee and advise on the review and negotiation of protocols with strategic partners.

**Representation role**

1. To take a leadership role within Health and Wellbeing Board as a champion of local people.
2. To provide information, insight and intelligence about quality of provision which are funded by the NHS including public health services to the Leicestershire & Lincolnshire Quality Surveillance Group (QSG) and other key bodies as appropriate.
3. To ensure both anecdotal accounts and analyses of key issues and trends are captured and to escalate emerging issues as appropriate.
4. To undertake with other Board members, represent the public face of Healthwatch Leicestershire at conferences, the media and events as appropriate.

**Partnership with VAL**

1. To work in partnership with the Healthwatch Director, staff team, VAL Trustees and the HWL Board to ensure good partnership working arrangements are in place for the effective implementation and delivery of Healthwatch Leicestershire.
2. To work with VAL and the HWL Board to agree strategies for the delivery of a work programme and production of an annual report for the Commissioners with a copy sent to the NHS Commissioning Board; the Clinical Commissioning Groups covering the County, the Overview and Scrutiny Committee of Leicestershire County Council; Healthwatch England; and the Care Quality Commission.

**General duties**

1. To uphold Healthwatch Leicestershire Code of Conduct and maintain the highest standards of probity in accordance with the Companies Act (2006) and Nolan “seven principles of public life”:

* **Selflessness** Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.
* **Integrity** Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
* **Objectivity** In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
* **Accountability** Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
* **Openness** Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
* **Honesty** Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
* **Leadership** Holders of public office should promote and support these principles by leadership and example.

1. To abide by and contribute to collective responsibility for decisions by the Healthwatch Leicestershire Board.
2. To respect the confidentiality information, where its release would compromise the interest of Healthwatch Leicestershire but excluding issues of public safeguarding.

**Person specification**

**Core competencies**

1. Strong communication and interpersonal skills, able to liaise effectively with a wide a 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 Leicestershire.
4. Clear understanding and experience of governance and the associated legal responsibilities.
5. Leadership and motivation of Board Members and Healthwatch members and volunteers.

**Knowledge and experience**

* 1. Good understanding of health or social care and wellbeing policy issues/challenges facing the NHS and Local Authorities.
  2. Experience of working collaboratively with partners at Board level, with the ability to influence others through persuasion, tact, diplomacy and reasoning.
  3. Able to demonstrate good awareness and understanding of the current environment in Leicestershire and how local health and social care and wellbeing services are delivered.
  4. Experience of, or good understanding of, working with customer focused organisations and a commitment to high standards of customer care.
  5. An understanding and experience of voluntary sector organisations and communities.
  6. Experience of representing an organisation on a Board, committee and work collaboratively with others.

**Skills, abilities, Personal behavior 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. IT literate.
  4. Proactively demonstrates strong commitment to equality, diversity and fairness.
  5. Listens to others and provides decisive leadership when it is required.
  6. Time and commitment to effectively discharge the responsibilities of the post.
  7. Strong, credible leadership style, with experience of leading, managing and delivering which demonstrates improvements for individuals or communities

**Applying for the role**

**How do interested Candidates apply for this role?**

**Eligibility to apply:**

Applicants must be over the age of 18 and have a strong knowledge of Leicestershire and its local health and social care landscape. It is important that applicants, or members of their immediate family, do not have a conflict of interest as a result of their existing roles in the local health and social care sector.

Therefore applicants should not be current employees or Board Members of:

* Commissioners of health and social care services in Leicestershire
* Leicestershire County Council
* Clinical Commissioning Groups operating in Leicestershire
* Providers of health and social care services in Leicestershire
* Organisations providing goods and services to providers of health and social care services in Leicestershire

In addition, if any close family member of an applicant falls into any of the above categories this must be disclosed at the point of application.

**How to apply**

To apply email a covering letter with your CV and a personal statement on no more than 2 sides of A4 detailing how you meet the person specification criteria included in this document to info@healthwatchleics.co.uk marked **Application for HWL Chair**.

If you have any questions regarding the application process please e-mail the above address or call Vandna Gohil, Healthwatch Director on 0116 257 5040.

If you cannot send your application electronically, please post them to: Healthwatch Leicestershire – CONFIDENTIAL, Voluntary Action LeicesterShire, 9 Newarke Street, Leicester, LE1 5SN

**The closing date for applications is noon on Wednesday 29 January 2014.**

**Selection process**

All applications will be screened by comparing contents of the CV and personal statement against the role and experience requirements. Candidates will then be shortlisted for interview.

**Candidates shortlisted for interview will be notified by Friday 31 January 2014.**

The interview panel will be made up of the following:

Vijay Sharma - Interim Chair for HW Leicestershire, John Baker former Chair for Leicestershire LINKS, Linda Jones VAL Chair and Kevan Liles VAL CEO.

**Interviews will take place on Tuesday 4 February 2014.**

For an informal discussion about the role, please contact Vandna Gohil, Director for Healthwatch Leicestershire on 0116 257 5040.

**References**

The formal appointment of Healthwatch Leicestershire Chairperson will be subject to a minimum of two references.

**Equality & Diversity**

Healthwatch Leicestershire operating under the auspices of Voluntary Action Leicestershire is be subject to the public sector equality duty under the Equality Act 2010 and as such will be committed to Equal Opportunities and expect all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect. We encourage people from diverse backgrounds to apply.

**Frequently asked questions**

**Q. Am I eligible to apply to be the Independent Chairperson of the Board?**

A. We are seeking to appoint someone who lives in Leicestershire who has the experience, contacts and drive to lead the Healthwatch Leicestershire.

**Q. What time commitment for the Chairperson of the Board?**

A. The biggest commitment is likely to be attending the Board meetings and carrying out the representation functions and it is expected that there will be a greater time implication at the start of the role estimated to be 2 days a week approximately which will eventually average out at 3 - 4 days per month.

**Q. How long will the appointment last for?**

A. The appointment is for 2 years in the first instance with a review at the end of 12 months, any longer will be determined by the HWL Board.

**Q. Will I need to provide references?**

A. If successfully shortlisted, you will be expected to provide two satisfactory references.

**Q. Is this a paid position?**

A. Yes. The position attracts a remuneration of £7,500 per annum to reflect the work involved in developing a successful local Healthwatch that commands the respect and support of the people it serves. Out of pocket expenses will also be paid.

**Q. What training and support will I receive?**

A. An appropriate package of training and ongoing support will be provided in agreement between you and Healthwatch Leicestershire and Voluntary Action Leicestershire.

**Q. Is there any staff support to help me to undertake this role?**

A. All necessary support will be provided.

**Q. Will I.T equipment, stationery, phones etc. be provided?**

A. All reasonable resources required for this role will be provided.

**Q. Will an office environment and/or desk be provided or is it home-based?**

A. A desk and resources will be made available within VAL Offices.

**Q. What personal liabilities will I have as a Chairperson?**

A. Volunteer insurance is in place provided by VAL.