

Healthwatch Halton

Advisory Board Chair

recruitment pack

October 2023

About Healthwatch Halton

Healthwatch Halton is the local health and social care champion for Halton. We are independent and have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care.

Healthwatch Halton is part of a network of over 150 local Healthwatch across the country. We're here to listen to the issues that really matter to people in Halton and to hear about their experiences of using local health and social care services. We're entirely independent and impartial, meaning that people can share their stories with us in confidence.

Since April 2018 Healthwatch Halton has been delivered by Engaging Communities Solutions (ECS), a not for profit Community Interest Company that is also responsible for the delivery of a number of other local Healthwatch. The ECS Board has overall oversight and accountability for the delivery of the Healthwatch Halton service. The ECS Board is committed to having a strong and vibrant Healthwatch Halton Advisory Board, rooted in the local Halton community.

Healthwatch uses feedback to better understand the challenges facing the NHS and other care providers and we make sure people's experiences improve health and care for everyone – locally and nationally. We can also help people to get the information and advice they need to make the right decisions for them and to get the support they deserve.

We believe it's really important that people share their experiences – whether good or bad, happy or sad. If someone has had a negative experience, it's easy to think there's no point in complaining, and that 'nothing ever changes'. Or, if they've had a great experience, that they 'wish you could say thank you'.

Feedback about health and care services is powerful and can help to improve people's lives. So, if anyone needs advice, or they're ready to tell their story in Halton – we're here to listen.

Our mission, vision and values

Our vision

Our vision is a society where the voice of the local people is listened to and all we can all get the health and care we need.

Our mission is to make sure people's experiences help make health and care better.

This means that:

- People help shape health and social care services
- People influence the services they receive personally
- People hold services to account when things go wrong

We will achieve this by:

- Listening to local people, especially the most vulnerable, to understand their experiences and what matters most to them.
- Influencing those who have the power to change services so that they better meet people's needs now and, in the future.
- Informing and empowering people to get the most from their health and social care services.
- Working with other voluntary organisations to champion service improvement and to empower local people to speak out.

Our Values

- We are a community-led organisation which takes a bottom-up approach to our work:
- **Listening:** We recognise the value of listening to people and making sure their voices are heard.
- **Including:** We value equality, diversity and inclusion. We acknowledge that everyone must be included in the conversation – especially those who don't always have their voice heard.
- **Analysing:** We value the insight that's gained from analysing different people's experiences to learn how to improve care
- **Acting:** We act on feedback and drive change. Listening has to positively affect outcomes and influence important decisions about people's care.
- **Partnering:** We value strong partnerships with health and care services, and the voluntary and community sector to make care better whilst retaining our independence

Background

Healthwatch Halton was founded in 2013, following the introduction of the Health and Social Care Act 2012. This saw the creation of a network of 152 local Healthwatch across England and a national body – Healthwatch England – which provides support and guidance to the network as well as receiving information about local issues and concerns.

Outgoing Healthwatch Advisory Board (HAB) chair, Kath Parker, was appointed in 2018 and stepped down in April 2023 after making a hugely valuable contribution during her time as Chair.



Of her time as Healthwatch Halton Chair, Kath says:

“Since July 2018 I have undertaken the role of Healthwatch Halton Advisory Board Chair and during that time have gained a huge amount of knowledge about how Healthwatch and the local Health System work, ensuring that local people’s views are fed into that system.

The work of Healthwatch Halton is vital in feeding those views to commissioners and providers of services, in order that they improve, in ways which are important to the public.

Being Chair of the HAB has meant hearing from a wide range of local people and organisations what they feel is important when accessing services. It is then the job of the Chair and the Board to get these views to the right people with the help and skill of Healthwatch staff ensuring that they respond to the views that have been voiced and services change as a result.

This work is diverse and interesting, you will use many skills as Chair of the Healthwatch Halton Board and give invaluable support to our local community.”



Role Description

Commitment and remuneration

We anticipate the time commitment will be approximately five days per month. An honorarium of £4,000 pa for the role will be paid in recognition of the time commitment. All remuneration is taxable and subject to Class 1 NI contributions, but it is not pensionable. Reasonable out of pocket expenses will also be reimbursed in line with organisational policy.

Purpose of the role

As Chair you will lead and work with the HAB in setting the strategic plan and work programme for Healthwatch Halton, leading and ensuring the service lives up to its shared vision, aims, and values. In addition to attending and leading formal board meetings, the Chair will ensure that the service's strategic direction is clearly communicated and provide support and advice to the staff and management team.

The Chair will:

- Chair the Healthwatch Halton Advisory Board which provides community guidance and oversight of the work of Healthwatch Halton.
- Be a key spokesperson for Healthwatch Halton and have the necessary knowledge, skills and experience to be perceived by partners and the public as a credible figurehead for a professional, responsive and evidence-based organisation.
- Work with the Healthwatch Halton leadership in helping to shape the strategic direction of Healthwatch Halton, in line with the contract, service specification, legislation and guidance from Department of Health and Healthwatch England, through good governance and effective strategic planning.
- Work with the Engaging Communities Solutions (ECS) Board and Healthwatch Halton Advisory Board (HAB) in using public and patient engagement to influence matters in health and social care in the Borough and wider region acting as the independent consumer champion.

Responsibilities and tasks

- To chair meetings of the Board, ensuring that it functions effectively and carries out its duties.
- To work with the Chief Officer to ensure that Healthwatch Halton is effective in meeting its objectives in line with the aims and values of Healthwatch.
- To provide strategic leadership to the HAB and ensure transparent and effective governance arrangements.
- To support the recruitment, selection and induction of Healthwatch Advisory Board members.
- To lead the development of the Healthwatch Halton Advisory Board.
- Act as formal spokesperson, ambassador and representative for Healthwatch Halton where appropriate, upholding the reputation and values of the organisation.
- To ensure that Healthwatch Halton will actively seek views from all sections of the community – not just from those who shout the loudest, but especially from those who sometimes struggle to be heard as well as those who are seldom heard.
- With the Healthwatch Chief Officer, to develop appropriate and relevant agendas, ensuring all matters requiring Advisory Board review are discussed.
- To operate within the aims, policies and practices of Healthwatch Halton at all times and to be committed to and promote the organisation’s vision and values.
- To adhere to the required high standards of corporate and personal conduct as expected in a high-profile public role in accordance with the Nolan Principles.
- In conjunction with the Healthwatch staff team, contribute to a local Annual Public Meeting to which the public in that locality is invited.

Person Specification

The following attributes are required of the successful candidate:

- Experience of developing and/or leading an organisation that operates for the benefit of communities.
- Experience of leadership through a period of change.
- Experience of working with and influencing leaders of public and community organisations.
- Experience of building and developing successful partnerships, alliances and working relationships with a range of organisations and stakeholders.

The following attribute is desirable but not essential:

- Experience of acting as a media spokesperson, including handling sensitive and potentially controversial topics.

Skills and Abilities

- Good at listening to a wide range of people and feeding back key points and learning.
- Skilled in building strong relationships and collaborative partnerships (can include study groups, project teams etc).
- Able to work as part of a team and support others.
- Able to chair meetings effectively and challenge and hold the partners to account.
- Skilled at bringing people together to generate a strong team spirit, able to work collaboratively, building consensus and encouraging effective decision making.
- Committed to representing agreed Healthwatch Halton views and collective decisions rather than personal views or opinions.
- Have or willing to develop skills to negotiate effectively, challenge positively and influence others.
- Have or be willing to develop skills to effectively influence discussions and bring local people's voices to the discussion in a clear and professional manner.
- Ability to use IT and web-based applications.

Knowledge and experience

- Good local knowledge of Halton, its communities and organisations.
- Good understanding of health, social care and wellbeing policy issues/challenges facing NHS and local authority.
- Understanding of the national and policy challenges facing the health and social care systems which impact on community health and well-being.
- Able to demonstrate good awareness and understanding of the current environment in Halton and how local services are delivered.
- Experience of leading an organisation as a member of a management board, committee or senior management team.
- Experience of working in a collective decision-making group such as a board or group.
- Experience of working with voluntary groups.

Personal behaviour and style

- Passionate about promoting better outcomes in health and social care for all.
- Actively leads by example the professional conduct expected of the Chair's role - listens to others and provides decisive leadership when it is required.
- Proactively demonstrates strong commitment to equality and diversity.
- Supportive management style that motivates people to deliver their best.
- Open to learning and development, for self, staff and the service.
- Willingness to share skills and expertise with other volunteers and act as a mentor or "buddy" to a new volunteer.
- Time and commitment to effectively discharge the responsibilities of the post.

How to apply

- To apply complete the form below, or **complete the online application form** at <https://www.healthwatchhalton.co.uk/form/advisory-board-chair-app>
- For an informal chat about the role, contact Dave Wilson on 07732 683477, via email, dave.wilson@healthwatchhalton.co.uk or call 0300 777 6543.
- **Closing date 30 November 2023**

Expression of Interest to be chair of the Healthwatch Advisory Board

Please complete the Expression of Interest form and return it by email to dave.wilson@healthwatchhalton.co.uk or post to: Healthwatch Halton, Suite 5, Foundry House, Widnes Business Park, Waterside Lane, Widnes WA8 8GT.

Expression of Interest

I am interested in applying to become the Chair of the Healthwatch Halton Advisory Board.

Name:

Contact details:

Phone:

Email:

Please tell us why you are interested in the role of Chair of the Healthwatch Advisory Board:

Please describe any skills, knowledge or experience you have in the following areas:

Particular reference should be made where that experience involves the voluntary sector and /or the health and social care sector. Please read the role description and requirements and refer to them where possible.

People skills - an understanding how best to connect with groups and communities:

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Knowledge or experience of connecting with people who are not always heard:

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Experience of working with people, communities and teams:

Knowledge and or experience of health and care system, voluntary organisations and/or policy writing:

If you have any experience of being in a group or Board, e.g. Financial management or governance, please let us know here:

What access to communities do you have that you are able to bring to the role:



We are committed to the quality of our information.

Every three years we perform an in-depth audit

so that we can be certain of this.



healthwatch
Halton

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