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| **Healthwatch Advisory Board Member** |
| **Role Description and Person Specification** |
| We encourage applications from people who identify with or have worked with communities which have traditionally not had their voices heard by services – e.g., culturally diverse communities; young people; lesbian, gay, bisexual, transgender, queer (or sometimes questioning), and others; disabled people; and; people from disadvantaged communities. |
| **Role Description** |
| **Purpose of the role:**   * Be accountable for agreeing the Healthwatch Telford and Wrekin annual work programme and subsequent oversight ensuring local people’s voices are heard in NHS health and social care. * Support Healthwatch Telford and Wrekin to enable all people and communities in Telford and Wrekin to have their voices heard. * Promote volunteering and the opportunities it brings to enable people to make a difference within their own communities. * To ensure you and the other Advisory Board Members, staff team and volunteers operate in line with Healthwatch values. * Be an active ambassador for Healthwatch Telford and Wrekin across the borough.   **What you will be doing:**   * Attending Advisory Board meetings (4 formal meetings a year). * Representing Healthwatch Telford and Wrekin on groups or external meetings as agreed. * Feeding back on Healthwatch Telford and Wrekin reports and updates or plans where shared. * Taking part in learning, strategy and development sessions about many different aspects of health and care.   **Time Commitment:**   * Up to two days per month (includes reading and feedback which can be done when convenient). * Commit to regular attendance of agreed meetings and notify Healthwatch Telford and Wrekin in advance when unable to attend.   **Where:**  Meetings will take place within Telford and Wrekin. Meetings will be offered in hybrid format where possible (online and in person). Reasonable out of pocket travel expenses will be paid.  **Who can apply:**  You need to be 18 or above and live, work or study within the boundary of Telford and Wrekin Council. |
| **Person specification** |
| **Essential**   1. **Skills**  * 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 * Committed to representing agreed Healthwatch Telford and Wrekin 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. |
| 1. **Experience and knowledge**  * Good local knowledge of Telford and Wrekin and its communities and organisations * Experience of working with voluntary groups. |
| 1. **Attitudes and Values**  * Commit to the Healthwatch Telford and Wrekin volunteer Code of Conduct including our Healthwatch values * Be non-judgemental and open to feedback * Show commitment to a positive approach to equality and diversity –constructively challenge discrimination and prejudice * Recognise and respect diverse views and values * Willing to undertake training and personal development to continue to develop skills, experience and knowledge to fulfil the role of the board * Participate in an annual appraisal and feedback process with the Chair of Healthwatch Telford and Wrekin. |
| **Desirable** |
| * Knowledge of the health and social care planning or provision * Ability to use IT and web-based applications e.g. Microsoft Office and internet * Willingness to share skills and expertise with other volunteers and act as a mentor or “buddy” to a new volunteer * Experience of finance and/or contracting * Experience of working in a collective decision-making group such as a board or group * Understanding of the national and policy challenges facing the health and social care systems which impact on community health and well-being * Experience of working with a diverse range of local partners and networks e.g. Third Sector organisations, Council, NHS in Telford and Wrekin, Health & Social Care providers. |
| **Additional Information** |
| DBS check and two references will be required for this role. This role is not paid but reasonable out of pocket expenses as described in our policy will be reimbursed.  **Safeguarding**  ECS is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment. |