



# **CHAIR OF THE BOARD OF DIRECTORS**

## **APPLICATION PACK**

Closing date for applications: Friday 31<sup>st</sup> May 2019

Interviews will take place on Thursday 13<sup>th</sup> June 2019

## **1. Introduction**

This pack outlines the vision for Healthwatch nationally and locally.

It provides information about the role of the Board members/directors in leading the work of Healthwatch Blackburn with Darwen, to champion the views of people in the Blackburn with Darwen borough to improve health and social care services.

## **2. What is Healthwatch?**

Healthwatch is the independent consumer champion for both health and social care. There is a Healthwatch at local level, and Healthwatch England, at national level. The aim of a local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Healthwatch England's purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. Healthwatch focusses on ensuring that people's worries and concerns about current services are addressed.

## **3. Healthwatch in Blackburn with Darwen**

We are the independent champion for people who use health and social care services in Blackburn with Darwen. We exist to make sure that people are at the heart of care. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. We also help people find the information they need about services in their area. We have the power to make sure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make health and social care better for people in Blackburn with Darwen.

### **3.1 Statutory Functions of Healthwatch Blackburn with Darwen**

The functions of a Local Healthwatch (LHW) are described in the Health and Social Care Act. Healthwatch Blackburn with Darwen will reflect the requirements of the Act and will:

- Provide information and advice to the public about accessing health and social care services and choice in relation to aspects of those services.
- Promote and support the involvement of people in the monitoring, commissioning and provision of local care services.
- Obtain the views of people about their needs for, and experience of, local health and social care services and make those views known to those involved in the commissioning, provision and scrutiny of care services.
- Produce reports and make recommendations about how those services could or should be improved.
- Make the views and experiences of people from Blackburn with Darwen known to Healthwatch England, helping it to carry out its role as national champion.

### **3.2 Principles of Healthwatch Blackburn with Darwen**

- It must be independent, impartial and trusted in the local community.
- Leadership must be highly visible, respected and accountable to local people.

- It must be recognised as the statutory route for the public, patients, service users and carers to express views about health and adult social care.
- It must have a good understanding of local voluntary and community groups, and other public, patient, service user and carer networks.
- It must engage those groups and individuals who want to contribute and allow them to express their aspirations and views.
- It must reach out to those groups and individuals who do not actively engage and enable them to express their aspirations and views.
- It must understand national NHS, public health and adult/transition social care policy.
- It must be able to interpret information about NHS, public health and adult/transition social care.
- It must be able to collect, consider and debate diverse opinions and develop a consistent narrative that articulates the most important issues clearly and consistently.
- It must be able to take a strategic view of local NHS, public health and adult social care priorities whilst remaining sensitive to local issues, to ensure that services are appropriate to the particular communities they serve.
- It should develop excellent relationships with commissioners and providers of NHS, public health and adult social care services.
- It should provide a route to represent the opinions of groups and individuals to the Health and Wellbeing Board.
- It must be authoritative and credible when representing public, patients', service users' and carers' aspirations and views.
- It must be able to hold statutory organisations to account for addressing any issues raised.
- It must be able to help people to access information and signpost them to services, thus helping them exercise choice.
- It must empower and facilitate people to speak out, including through NHS complaints advocacy.
- It must be recognisable and accessible, having a high profile supported by a clear brand and identity. It will effectively communicate its role and functions to the public, patients, service users and carers, and to staff in those services funded by the NHS, public health and social care.
- It should be properly resourced, well managed and operate transparently.

#### **4. Eligibility for the role.**

Anyone who is over the age of 18 and who has lived or worked in Blackburn with Darwen or neighbouring areas, or anyone who uses health or social care services in Blackburn with Darwen may apply. However, the following exceptions apply:

- Health or social care providers (and their employees) whose main function is to provide services to the people of Blackburn with Darwen;
- People whose work directly involves them in commissioning health or social care services for Blackburn with Darwen, or in commissioning or making strategic policy for other Blackburn with Darwen Council services;
- Elected Officials of commissioning bodies.

## 5. Appointment Process

Healthwatch Blackburn with Darwen is committed to ensuring that our director roles are open to everyone (subject to the eligibility criteria set out in 4 above). The days and hours they volunteer in each week to meet this commitment are flexible but there will be a commitment from the Chair to volunteer at least 1 day a month.

The Chair will be selected based on a formal interview and references will be sought.

For more information contact Abdul Mulla, Chief Executive of Healthwatch Blackburn with Darwen on 01254 292686

To apply for this role please log on to the website to access an application form and submit it with a covering letter, contact Abdul Mulla if you experience any difficulties in downloading the recruitment pack and application form.

Short listing will assess applicants in relation to the requirements in the board member/director role description using a point scoring system agreed between panel members

Successful candidates shortlisted will be invited to an interview with representatives of Healthwatch Blackburn with Darwen and an independent person.

Please submit your application together with a covering letter to Abdul Mulla (Chief Officer),

[abdulmulla@healthwatchbwd.co.uk](mailto:abdulmulla@healthwatchbwd.co.uk)

Healthwatch Blackburn with Darwen

Bangor street Community Centre

Norwich Street

Blackburn BB1 6NZ

# CHAIR OF THE HEALTHWATCH

## BLACKBURN WITH DARWEN

### JOB DESCRIPTION / PERSON SPECIFICATION

**Title:** Chair of Healthwatch Blackburn with Darwen

**Hours:** 1 day per month at least (flexible)

#### **Main Responsibilities**

To lead and work with the Board in setting the strategic plan and work programme for Healthwatch Blackburn with Darwen, addressing health and social care priorities as identified through our public engagement and service user feedback.

#### **Main Tasks**

##### **Promoting good governance:**

Oversee governance of the organisation, working with the Board to:

- Provide strategic leadership to the Board ensuring a collective vision is in place and that the Board, staff, volunteers and wider beneficiaries understand it
- Ensure the organisation has effective strategies and processes in place that ensure a local voice on the key issues that affect people who use health and care services.
- Ensure key issues are discussed by the Board in a timely manner with appropriate information.
- Develop appropriate and relevant agendas for meetings with the Chief Officer
- Ensure that the Board complies with its associated governing document legislation.
- Ensure efficient and effective conduct of the Board's business and the organisation's general meetings.
- Establish a constructive relationship with, and providing support for, the Chief Officer and ensuring that the Board acts in partnership with executive management.
- Ensure that the Board delegates authority to any committees, individuals, Chair or Chief Officer appropriately and ensure any resulting decisions or actions are reported to the next quorate Board.
- Ensure an annual review of the Board's performance and composition takes place and that action is taken to remedy any deficiencies
- Ensure financial probity in use of public funds
- Performance manage the Chief Officer

##### **Representing Healthwatch Blackburn with Darwen:**

- Build and maintain good relationships with key stakeholders, including members of the public, patients, service users and carers.
- Act as an ambassador and representative for Healthwatch Blackburn with Darwen, upholding the reputation of Healthwatch Blackburn with Darwen and its values.

- Ensure that Healthwatch Blackburn with Darwen is represented at key forums and plays a proactive role in influencing the policy, planning, commissioning and delivery of health and social care.
- Have a strong commitment to equality and diversity and to forming effective working relationships across Blackburn with Darwen's diverse population.

### **Person Specification**

#### **Core competencies:**

1. Commitment to and willingness to devote the necessary time and effort to the work of the organisation, the duties of the Board and the role of chair.
2. Able to command the respect of executive management.
3. Effective communication skills and the ability to listen and learn.
4. Good, independent judgement.
5. Ability to work effectively as a member of a team.
6. Impartiality, fairness and the ability to respect confidences.
7. Intellectual strength, sound business acumen and an ability to consider and discuss issues laterally and strategically.
8. Ability to chair meetings effectively.
9. The readiness and ability to constructively challenge and to provide individual constructive feedback to members.
10. Experience and/or understanding of balancing the needs of different stakeholder groups.

#### **Knowledge and experience:**

1. Good understanding of health, social care and wellbeing policy issues/ challenges facing the NHS and Local Authorities.
2. Able to demonstrate good awareness and understanding of the current environment in Blackburn with Darwen and how local health, social care and wellbeing services are delivered.
3. Experience of, or good understanding of, working with customer focused organisations and a commitment to high standards of customer care.
4. Strong strategic planning skills, able to develop vision and encourage others to contribute.
5. Able to provide effective challenge and support to the Healthwatch Blackburn with Darwen staff team and the Board; with a wider vision to raise standards across Healthwatch Blackburn with Darwen.
6. Able to challenge health and social care providers and hold them to account on behalf of the public.
7. Skilled at bringing people together to generate a strong team spirit, able to work collaboratively, building consensus and encouraging decision making.
8. A good understanding of the local population and the issues and challenges facing the Borough of Blackburn with Darwen

## Important relationships

- Clinical Commissioning Group (NHS Services)
- NHS England
- Care Quality Commission
- Healthwatch England
- Members of the Public
- Public Agencies in the Borough
- Regional partners
- Service providers in the Borough
- Service users
- Voluntary and Community Sector Organisations
- Public Health Blackburn with Darwen
- Blackburn with Darwen Borough Council
- East Lancashire Hospitals Trust
- Lancashire Care Foundation Trust
- Northwest Ambulance Service
- Integrated Care System, (Together a Healthier Lancashire)
- Pennine Lancashire Integrated Care Partnership (Together a Healthier Future)