

# Be our new Chair

**And use your skills and experiences to help improve the public voice in local health and care services.**



## About us

**We are the independent champion for people who use health and social care services. We're here to make sure that those running services put people at the heart of care.**

**Our sole 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.**

**Our communities face big challenges. A growing number of people need help with long-term health conditions, whilst illnesses associated with unequal life chances and lifestyle are adding to pressures on services.**

**We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.**



**Picture shows: Rebwar Hussein, our Engagement Officer, with two Healthwatch volunteers.**

## Introduction

Healthwatch Cambridgeshire and Peterborough seeks a dynamic new Chair to provide the organisation with strategic leadership. The chair will have an opportunity to influence the provision and quality of health and social care.

The successful candidate will:

- ⇒ Have a strong record of aspiration and achievement
- ⇒ Be proactive, practical and outgoing
- ⇒ Have an in-depth knowledge of health and social care services
- ⇒ Have experience of working in a complex environment
- ⇒ Live in Cambridgeshire or Peterborough.

This pack provides information about the role of the Chair.

## Background

The Health and Social Care Act 2012 introduced Healthwatch as the independent champion for health and social care. It exists in two forms: local Healthwatch at local level and Healthwatch England at national level. Healthwatch England provides guidance and support to all local Healthwatch organisations and receives information from them about local issues and concerns.

As well as championing the collective voice, local Healthwatch provide or signpost people to information to help them make informed choices about health and care services or raise concerns/complain about their experiences.

The statutory functions of local Healthwatch are to:

- ⇒ Promote and support the involvement of local people in the commissioning, the provision and scrutiny of local care services;
- ⇒ Enable local people to monitor the standard of provision of local care services;
- ⇒ Obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known;
- ⇒ Provide advice and information about access to local care services;
- ⇒ Formulate views on the standard of provision and whether and how the local care services could and ought to be improved; and
- ⇒ Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.



## Locally

Healthwatch Cambridgeshire and Peterborough was established as a Community Interest Company in 2017, following a merger of Healthwatch Cambridgeshire and Healthwatch Peterborough. Healthwatch Cambridgeshire and Peterborough is responsible for delivering the statutory duties of a local Healthwatch for Cambridgeshire and Peterborough.

The aim of Healthwatch Cambridgeshire and Peterborough is to give both citizens and local communities a stronger voice to influence and challenge how health and social care services are commissioned and provided.

It gathers local people's views on and experiences of the health and social care system. In this way, community views have real influence with those who commission and provide services about what users, carers and citizens need and want from them. This can help them to be more responsive to what matters to service users and the public and enable the design of services around needs.



Picture shows: Project Manager Janine Newby-Robson (middle) with one of our volunteers (left) and a member of the public at an engagement event (pre-Covid!).

## Role Description

**Remuneration: £8,922 per annum**

**(Taxable under Schedule E, subject to Class 1 NI contributions, not pensionable)**

**Expected commitment 8 days per month - estimated**

**Term of Office 3 years with a maximum of 2 terms**

## Purpose of Role

The Chair will be responsible for the strategic leadership and development of Healthwatch Cambridgeshire and Peterborough, working collaboratively with a broad range of stakeholders, including statutory and voluntary sector partners, members of the public and volunteers.

The Chair will have overall responsibility for ensuring that Healthwatch Cambridgeshire and Peterborough delivers the aims and requirements the Grant Agreement in place with Cambridgeshire County Council and Peterborough City Council, including leading the Board of Directors and managing the Chief Executive Officer.

The Chair will be required to influence and achieve change within complex changing health and social care systems with support from staff, volunteers and other stakeholders.

The Chair will understand the high standards expected of quality evidence and ensure that the work of Healthwatch Cambridgeshire and Peterborough meets these standards.

The Chair will need to win the trust and commitment from people at all levels and ensure the voice of everyone is heard: in particular people who experience health inequalities and other excluded groups.

The Chair will work closely and effectively with Board members of NHS and other organisations associated with the provision, delivery and quality of health and social care.

The Chair will act at all times to ensure the independence of Healthwatch Cambridgeshire and Peterborough. Accountability is described in the Healthwatch Cambridgeshire and Peterborough Articles of Association and Governance Policy . The Chair will ensure that the Board takes decisions as required by the Companies Act 2006 (article 28.2), or by written resolution in accordance with article 29.

## Key Responsibilities

1. To lead Healthwatch Cambridgeshire and Peterborough and ensure transparent and effective governance arrangements.
2. To guide and manage the CEO to ensure that Healthwatch Cambridgeshire and Peterborough is effective in meeting its objectives in line with the aims and values of Healthwatch.
3. To support the recruitment, selection and induction of Directors and any other appropriate appointments.
4. To lead the development of the Healthwatch Cambridgeshire and Peterborough Board.
5. To represent Healthwatch Cambridgeshire and Peterborough on the Health and Wellbeing Boards, and other boards and committees as required, and to ensure that other Directors and volunteers are meaningfully engaged with a broad range of external partners.
6. To, jointly with the CEO, be a media spokesperson for Healthwatch Cambridgeshire and Peterborough.



**Picture shows: Will who is Deaf, who shared his difficult experience of healthcare at our AGM in July 2018 - you can read his story on our websites.**





**Picture shows: Bex, who shared her positive experience of mental health care at our AGM in 2019 - you can read her story on our websites.**

- 7.** To ensure that effective governance structures ensure Healthwatch Cambridgeshire and Peterborough works in healthy, safe and secure manner - in accordance with its legal duties (including adhering to practices in safeguarding and child protection).
- 8.** To work with the CEO, other employees, volunteers and the public to plan annual cycles of meetings, including agenda setting.
- 9.** To be responsible for personal learning and development where appropriate and undertake training to increase knowledge, skills and awareness.
- 10.** To operate within the aims, policies and practices of Healthwatch Cambridgeshire and Peterborough at all times and to be committed to and promote the organisation's Equal Opportunities and Anti-Discriminatory policies.
- 11.** 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.
- 12.** To be aware of Directors' conflicts of interest, actual or potential, that might arise in the course of Board business and ensure these are declared in an appropriate and transparent manner. This includes any relevant business interests, positions of authority or other connections with commercial, public or voluntary bodies. See Healthwatch Cambridgeshire and Peterborough Conflicts of Interest Policy for further information.

# Person Specification

## Core competencies

- ⇒ Strong leadership, communication and interpersonal skills, and able to work effectively with and influence a wide range of stakeholders and audiences
- ⇒ Strategic thinking, able to analyse complex information, demonstrate clear analytical thinking and guide rational decision making
- ⇒ Successful and consistently deliver results; deliver those results with support, understanding and respect for all people with whom they come into contact
- ⇒ Able to lead the organisation through periods of change and effectively introduce innovative ways of working
- ⇒ Lead with compassion, attention to detail and influence critical to the role
- ⇒ Champion the values, ethos and objectives of Healthwatch Cambridgeshire and Peterborough.

## Knowledge and experience

- ⇒ Good understanding of health, social care and wellbeing issues and challenges facing the NHS and local authorities
- ⇒ Able to demonstrate good awareness and understanding of the current environment in Cambridgeshire and Peterborough and how local health, social care and wellbeing services are commissioned and delivered
- ⇒ Experience of, or good understanding of working with customer focused organisations and a commitment to high standards of customer care
- ⇒ Experience of leading an organisation, as a member of a management board, committee or senior management team.



## Skills and abilities

- ⇒ Structured and measured in approach whilst having creativity in transformation.
- ⇒ Strong strategic planning skills, able to develop vision and encourage others to contribute
- ⇒ Able to challenge appropriately and hold the Board and staff team to account, with a wider vision to raise standards across Healthwatch Cambridgeshire and Peterborough
- ⇒ Skilled at bringing people together to generate a strong team spirit, able to work collaboratively, building consensus and encouraging decision making
- ⇒ Able to engage credibly and effectively with all stakeholders including members of the public and people from seldom heard communities.

## Personal behaviour and style

- ⇒ Passionate about promoting better outcomes in health and social care for all
- ⇒ Actively leads by example with the professional conduct expected of the Independent Chair role
- ⇒ Proactively demonstrates strong commitment to equality and diversity
- ⇒ Listens to others and provides decisive leadership when it is required
- ⇒ Supportive management style that motivates people to deliver their best
- ⇒ Open to learning and development, for self, staff and the Board
- ⇒ Commitment to valuing diversity and equal opportunities
- ⇒ Time and commitment to effectively discharge the responsibilities of the post
- ⇒ IT literate with access to IT equipment.

## How to apply

To apply for this role visit one of our websites and fill in the online application form.


- ⇒ [www.healthwatchcambridgeshire.co.uk/work-us](http://www.healthwatchcambridgeshire.co.uk/work-us)
- ⇒ [www.healthwatchpeterborough.co.uk/work-us](http://www.healthwatchpeterborough.co.uk/work-us)

For an informal chat about the role contact our Chief Executive Sandie Smith on 0330 355 1285 or email [sandie.smith@healthwatchcambspboro.co.uk](mailto:sandie.smith@healthwatchcambspboro.co.uk).

Apply by 28 June 2021.

# Contact us

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