



**Associate Board Member  
Recruitment Pack  
January 2019**

## About Healthwatch

### Background information

The Health and Social Care Act 2012 established Healthwatch England at the national level and requires local authorities to set up a local Healthwatch in their areas with effect from April 2013.

Healthwatch City of London (HWC<sub>o</sub>L) is the independent 'people's champion' and is a major part of the government's vision for health and social care services that is centred on patients, service users, carers, workers and the general public.

Its role is to give citizens and communities a greater say and more influence over those services – from how they are commissioned through to how their care is delivered. It gives local people the chance to say what they think about health and social care services so they can be challenged and improved.

Healthwatch City of London's key objectives are:

- To promote and support the involvement of City of London residents and workers in having a say about the way health and social care services are provided.
- To harness the expertise of individuals, local communities and voluntary organisations especially those working with people and communities who often do not have a voice or are seldom heard.
- To support people to take more control of their own health and social care by signposting to organisations who provide information and advice on access to local services and the choices open to them.
- To work in cooperation with Healthwatch England and the Care Quality Commission
- To undertake Enter and View visits as appropriate.

Healthwatch City of London is committed to working with all residents including children and young people, those with disabilities those with physical, mental and emotional ill-health.

In recognition of the unique role the City plays in the nation's economic health, the wellbeing of those who work in the City is of great importance.

Board members are appointed for a term of three years with the option of applying for a further term. Members will be required to attend board meetings every two months.

Board members will be given an induction programme to understand what Healthwatch is expected to do and the role of board members. The staff team will provide support and detailed papers and information.

We welcome applications from anyone who lives or works in the City of London. Please see the Person Specification for details and how to apply.

## **Who we are**

The Healthwatch City of London (HWCoL) contract was awarded to Healthwatch Hackney (HWH) in April 2018. HWH is a Community Interest Company (CIC) set up as part of the Health and Social Care Act 2012 which now hosts Healthwatch City of London. Healthwatch Hackney and Healthwatch City of London have separate boards with separate specifications and outcomes. Healthwatch City of London's contract is with the Corporation of London and managed by Healthwatch Hackney.

There is an unpaid Chair and a small number of non-executive directors (board members).

The staff supporting the work of HWCoL are shared with HWH and are made up of an Executive Director and full time and part time staff, supported by volunteers from Hackney and the City of London.

## **Role description**

### **What are associate board members?**

Associate Board Members (ABMs) are a network of committed volunteers who wish to become active in shaping local health and social care services but are not required to give the full commitment of board members. Each ABM will focus on a specific area of interest, effectively becoming Subject Matter Experts (SMEs). Using more informal and focused approaches it is anticipated that ABMs will be able to engage a wider and more diverse group of people to participate in the work of HWCoL.

Drawn where possible, but not exclusively, from the local communities, ABMs will support Healthwatch City of London members in fulfilling their statutory obligations.

ABMs are not full board members so carry none of the requirement to hold Healthwatch Hackney to account for the delivery of services or the City of London to account the planning and commissioning of services to the people of the City of London.

### **Main responsibilities and tasks**

- Provide in-depth leadership and oversight and scrutiny into a specific area of health and social care that really matters to the local residential and working communities.
- Work with the board and HWH to develop greater engagement with local populations, fostering a deeper interest and participation in the provision of local health and social care.
- Identify areas where HWCoL can input into the monitoring, challenging, shaping and development of services that impact on the residents and workers of the City of London.
- Develop a small set of objectives that deliver tangible benefits in the relevant area of expertise or interest, reporting to the board as required.
- Advise the board of opportunities in areas of expertise where greater scrutiny of services is required or, where there are opportunities to work in collaboration with providers; feeding back to the board on areas of concern or progress.
- With the support of HWH, establish links with other voluntary bodies or organisations working in the field and identify where activities can be of mutual benefit.
- Engage other residents in activities that support the work of HWCoL e.g. PLACE and Enter and View.
- Support board members in deputising for them at key meetings or events in an areas of interest or expert knowledge of.
- Participate in strategic away days and private board sessions where planning the approach to strategy and operational issues are discussed.

- Provide regular feedback in the shape of written or verbal reports to both HWH and the HWcoL Board.
- Preparation for meetings – reading papers before meetings and asking for more information as required.
- Participation in board training and development activities including the annual Away Day
- Acting as an ambassador for Healthwatch – including representing Healthwatch at other meetings and respecting and representing the board's agreed position on a range of topics
- Develop networks that can enhance the delivery of Healthwatch objectives; including talking informally to friends and residents to obtain their comments and promoting the recruitment of volunteers.
- Always acting selflessly in the best interests of Healthwatch in line with standards of accountability in public life. (see annex 2 below for the Nolan Principles)

## **Person specification criteria**

It is not expected that applicants will meet all aspects of this specification, but prospective ABMs must be able demonstrate an enthusiasm to carry out the role and their ability to address any necessary gaps. Training can be provided as required.

### **Essential**

- Personal experience of national health and social care services
- Some knowledge of health and social care services in the City of London
- Demonstrate organisational skills and experience.
- Good verbal, and written communication skills – access to email is essential
- Demonstrate the ability to communicate with the diverse groups of people that make up the population and workforce of the City of London.
- Demonstrate good listening skills.
- Able to work on your own initiative and as part of a team
- Maintain an open mind in seeking the views of others and value the contributions others make.

### **Desirable**

- Understanding of the impact of changing NHS and social care strategies on local populations.

### **Exceptions**

- Under the age of 18
- Health and social care providers (and their employees) within the City of London and Hackney.
- Commissioners of health and social care, commissioning services for City of London and Hackney.
- Current employees of the City of London Corporation and the London Borough of Hackney.
- For some aspects of the role there may be a requirement to undergo a DBS check

## How to apply

Please complete the volunteer form in annex 1 below and a covering letter (maximum 2 sides of A4, minimum font size 11) that addresses why you want to become an ABM, with details of two referees with the subject line 'Application for Associate Board Members of Healthwatch City of London' to [info@healthwatchcityofLondon.org.uk](mailto:info@healthwatchcityofLondon.org.uk)

### Accessibility

Healthwatch City of London seeks to be open to all those who live or work in the City of London. If you require any support to help you to apply for this role – please contact us on **020 3960 7454** or **020 7923 8358** or **077 1347 4109** or email [info@healthwatchcityofLondon.org.uk](mailto:info@healthwatchcityofLondon.org.uk) and we will make the appropriate arrangements to enable this.

### Timetable

Application deadline: ongoing

Interview date: informal interviews arranged as necessary

Applications to be sent to: info [info@healthwatchcityofLondon.org.uk](mailto:info@healthwatchcityofLondon.org.uk) with the title Associate Board Member of Healthwatch City of London Application or post it to **Healthwatch City of London, 1st Floor, Block A, St Leonard's Hospital, Nuttall Street London N1 5LZ**

For further information – please email [info@healthwatchcityofLondon.org.uk](mailto:info@healthwatchcityofLondon.org.uk) with contact details and Gail Beer Chair, Healthwatch City of London will contact you to provide more information

# Annex 1 Healthwatch City of London Volunteer Application form

## 1. Personal details

Title: .....

First name: .....

Surname: .....

Address: .....

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Contact telephone/email numbers:

Home: .....

Mobile: .....

Work: .....

Email: .....

May we contact you at work?

Yes

No

**2. What is your connection with the City of London? .....**

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**3. Do you have a particular area of interest?**

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**5. Please outline any skills or experience you feel might be relevant to volunteering with Healthwatch City of London.**

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You can download this form at <http://www.healthwatchcityoflondon.org.uk/get-involved>

## **Annex 2: Nolan Principles of Public Life**

### **1. Selflessness**

Holders of public office should act solely in terms of the public interest.

### **2. Integrity**

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

### **3. Objectivity**

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

### **4. Accountability**

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

### **5. Openness**

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

### **6. Honesty**

Holders of public office should be truthful.