

**Members for**

**Healthwatch Solihull Advisory Board**

**Recruitment Pack**

**January 2018**

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Further information about Healthwatch and ECS is available at:

* [www.healthwatchsolihull.org.uk](http://www.healthwatchsolihull.org.uk)
* www.ecstaffs.co.uk
* Care Quality Commission: [www.cqc.org.uk](http://www.cqc.org.uk), search Healthwatch
* Department of Health: [www.doh.gov.uk](http://www.doh.gov.uk), search Healthwatch
* Healthwatch England: www.healthwatch.co.uk

**WELCOME**

Thankyou for your interest in joining Healthwatch Solihull as a member of the Advisory Board. I hope that the information in this pack will give you a feel for the organisation and a sense of what an exciting opportunity this is.

Healthwatch Solihull, was established in April 2013 with the primary aim of improving the services offered to local people in the areas of health, adult and children’s social care in conjunction with a wide range of partners and stakeholders. This in itself presents the organisation with some exciting challenges.

Since July 2017 Healthwatch Solihull is being delivered by Engaging Communities Staffordshire (ECS), a not for profit Community Interest Company that is also responsible for the delivery of the Healthwatch Staffordshire, Healthwatch Walsall and Healthwatch Wolverhampton contracts. The ECS Board has overall oversight and accountability for the delivery of the Healthwatch Solihull service. The ECS Board is committed to having a strong and vibrant Healthwatch Solihull Advisory Board, rooted in the local community.

We are looking to recruit up to 10 individuals to sit on the Advisory Board who share our passion for developing Healthwatch Solihull as the ‘consumer champion’ for NHS, public health and adult and children’s social care services across the Borough. You will need drive, energy and enthusiasm and the ability to play a leading role in maintaining our vision.

It would be useful to have a background in health or social care, though this is not essential, but you will certainly be able to demonstrate that you have the knowledge, experience, skills and abilities required in ensuring the board plays a key role in improving health and social care services in Solihull. The role of a board member will be to be an ambassador and champion for those using health and social care services and maintaining the independence of Healthwatch and its ability to hold the system to account on behalf of the public.

So if you want to play a leading part in shaping the future of a vital organisation, then we’d be delighted to hear from you.

**WHAT IS HEALTHWATCH?**

Healthwatch is the independent consumer champion for the public locally and nationally to promote better outcomes in health for all and in social care for adult and children. Healthwatch seeks to represent the diverse communities in Solihull. It provides intelligence including evidence from people’s views and experience to influence the policy, planning, commissioning and delivery of health and social care services.

Locally, it provides information and advice to help people access and make choices about services as well as access independent complaints advocacy to support people if they need help to complain about NHS funded services.

Healthwatch Solihull (in line with national guidance) seeks to:

**Influence**

By shaping the planning and delivery of NHS, public health and adult and children’s social care services. This includes scrutinising the quality of services, particularly in response to public concern, holding them to account, representing the voice of the public and patients, contributing to the work of the Health and Wellbeing Board, contributing to the Joint Strategic Needs Assessment (JSNA) and working in partnership with commissioners of NHS, public health and adult and children’s social care services.

**Signpost**

To help people to make choices about their care by providing evidence based information about local services and supporting patients and the public to choose the most appropriate service.

**Advise**

To empower and enable individuals to speak out, including supporting them to access NHS complaints advocacy services.

**SOLIHULL SCENE**

Solihull is a broadly affluent Borough characterised by above average levels of income and home ownership.

Lying at the heart of the West Midlands motorway network, with excellent public transport connections with the Birmingham City conurbation, Solihull has significant geographic and infrastructure advantages.

Solihull has an ageing population with the population aged 65 and over increased by 40% from 1996. The population aged 85+ numbers almost 12,000 and the growth in the ageing population brings a growing challenge in germs of health and social care.

**About the people of Solihull** (Census 2011)**:**

**Population:** 206,700 with a total of 86,100 households in the borough.

**Number of people by age**:

* 0-9 years = 23,300
* 10 - 19 = 26,500
* 20 - 29 = 22,100
* 30 - 39 = 23,100
* 40 - 49 = 31,900
* 50 – 59 = 26,500
* 60 – 69 = 25,300
* 70 – 79 = 16,400
* 80 years and above = 11,600

**Diversity:**

* White British 177,248
* Black or Asian Minority 22,430
* Other 7,022

**Health** residents said that their general health was**:**

* 82% very good or good

Almost 37,000 population say their day to day activities are limited either a lot or a little.

**Provision of unpaid care:**

* Over 24,000 people in Solihull provide unpaid care which equates to an 11% increase since 2001.

**Strategic Objectives**

Healthwatch Solihull strategic objectives are as follows: -

1. Fulfil statutory duties and functions, holding providers and commissioners of health and social care services to account
2. Act as a local consumer champion, representing the collective voice of patients, service users, carers and the public through its statutory seat on the Health and Wellbeing Board and providing robust challenge and scrutiny in the interests of the citizens of Solihull
3. Make people’s views known, including those from excluded and underrepresented communities
4. Exercise real influence on commissioners, providers, regulators and Healthwatch England, using its knowledge of what matters most to local people
5. Report concerns about the quality of local health and social care services to Healthwatch England which can then recommend that the Care Quality Commission take action
6. Provide information to patients and public who need to access health and care services and promote informed choice in health and social care services
7. Support individuals to get information and independent advocacy if they need help to complain about NHS services

**Equality and Diversity**

Healthwatch Solihull is committed to and required to demonstrate the fair treatment of its staff, potential staff and service users in accordance with the Equality Act 2010.

**JOB DESCRIPTION**

**Title: Healthwatch Solihull Advisory Board Member**

**Remuneration: Out of pocket expenses**

**Hours: At least two days per month**

**Responsible To: Healthwatch Solihull Advisory Board Chair and other Members of the Advisory Board**

**Main Purpose of the Role**

* To bring expertise and experience, as well as knowledge, as a member of the local community in agreeing priorities for Healthwatch Solihull’s work programme based on feedback from public engagement and service user feedback.

**Important Relationships**

* BSOL Clinical Commissioning Group
* NHS England and its associated services
* Care Quality Commission (CQC)
* Healthwatch England
* Members of the Public
* Public Agencies in the Borough
* Regional partners
* Service providers in the Borough
* Users of health and social care services in the Borough
* Voluntary and Community Sector Organisations
* Solihull Metropolitan Borough Council primarily Public Health, Adult and Children’s Social Care
* Engaging Communities Staffordshire (ECS) Board

**MAIN DUTIES AND RESPONSIBILITIES**

Main tasks

* To participate in setting, implementing and monitoring Healthwatch Solihull strategic objectives and core values.
* To receive, read and consider reports and question these where necessary to ensure that decisions are well founded.
* To attend Board meetings, working groups and training events and to participate in discussions and decision making on a regular basis.
* To support the Chairman, and Chief Officer of the organisation, whilst exercising personal responsibility and accountability.
* To offer purposeful, constructive scrutiny and challenge to the Chief Officer in meeting goals and standards.
* To contribute to strategic planning and structured decision making
* To ensure that the Board sets specific, measurable, attainable, realistic and time-bound objectives for improving the performance of the organisation
* Build and maintain good relationships with key stakeholders, including members of the public, patients, service users, carers, Healthwatch England, Care Quality Commission, Solihull Metropolitan Borough Council, NHS England and its associated services, NHS funded providers, BSOL Clinical Commissioning Group, health and social care providers and regulators.
* Act as an ambassador and representative for Healthwatch Solihull, upholding the reputation of Healthwatch Solihull and its values.
* Network and promote the achievements, purposes and benefits of Healthwatch Solihull.
* Ensure that Healthwatch Solihull 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 Solihull’s diverse population.
* Ensure that Healthwatch Solihull 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.

**PERSON SPECIFICATION**

**Core competencies:**

* Strong communication and interpersonal skills, able to liaise effectively with a wide range of stakeholders and audiences at all levels.
* Strategic thinking, able to analyse complex information, demonstrate clear analytical intellect and guide rational decision making.
* Support the values, ethos and objectives of Healthwatch Solihull.
* Commitment to continual learning.

**Knowledge and experience:**

* Good understanding of health, social care and wellbeing policy issues/ challenges facing the NHS and Local Authorities.
* Able to demonstrate good awareness and understanding of the current environment in Solihull and how local health, social care and wellbeing services are delivered.
* Experience of, or good understanding of, working with customer focused organisations and a commitment to high standards of customer care.
* Experience of volunteering, supporting volunteers and an understanding of the value and capacity that volunteers add to an organisation.
* Strong strategic planning skills, able to develop vision and encourage others to contribute.
* Able to provide appropriate challenge and support to the Healthwatch Solihull Chief Officer and Advisory Board; with a wider vision to raise standards across Healthwatch Solihull.
* Able to challenge health and social care providers and hold them to account on behalf of the public of Solihull.
* Skilled at bringing people together to generate a strong team spirit, able to work collaboratively, building consensus and encouraging decision making.

**Personal behaviour and style:**

* Passionate about promoting better outcomes in health and social care for all.
* Proactively demonstrates strong commitment to equality and diversity that is underpinned by application of the Equality Act 2010.
* Listens to others and provides decisive leadership when it is required.
* Time and commitment to effectively discharge the responsibilities of the post.
* IT literate with a willingness to use IT equipment.
* Committed to the principles of integrity, transparency, accountability and respect for others in accordance with the Nolan principles.
* Has to be committed to working in an objective, non-judgemental manner that promotes anti-oppressive practice.
* Must have a strong connection to Solihull, preferably lives and/or works or receives health or social care in the borough of Solihull.

**Special Requirements**

An enhanced DBS check will be required for the post holder.

**RECRUITMENT PROCESS**

The recruitment for our Advisory Board Member is by an open recruitment process. Following receipt of applications, interviews will be held and short listed candidates will be notified as soon as possible after the interviews of the outcome.

The interview panel will be drawn from the ECS Board, key local stakeholders, and the Healthwatch Solihull Chief Officer.

The successful candidate will become a Member of the Healthwatch Solihull Advisory Board from an agreed date. Post interview checks will take place and references will be taken up before an appointment is formally made. Training and support will be provided for the successful candidate as required.

**How will the recruitment process work?**

The successful candidate will be classed as volunteer, and therefore has no employment rights with Engaging Communities Staffordshire.

To apply for this role, please submit your application and CV by Friday the 13th of April by 5PM

Recruitment packs are available online at [www.healthwatchsolihull.org.uk](http://www.healthwatchsolihull.org.uk)

If you would like an informal discussion about the role, please call Emma Middleton on 0800 470 1518.

**Time commitment**

The duties of a Member will take at least two days per month. Appointment to the Healthwatch Solihull Advisory Board shall be for a period of up to three years, which may be extended for a further three years, if appropriate.

**Remuneration**

Out of pocket expenses will be reimbursed.

**Location**

The office base of Healthwatch Solihull is:-

Enterprise Centre, 1 Hedingham Grove, Chelmsley Wood, B37 7TP

**Recruitment Timetable**

|  |  |
| --- | --- |
| **STAGE** | **DATES** |
| Closing date for completed applications | 13/04/2018 |
| Shortlisting date | 17/04/2018 |
| Interview date | 24/04/2018 |

**Enhanced Data and Barring Service check (formally CRB) and references:**

The formal appointment of a Healthwatch Solihull Advisory Board Member will be subject to the completion of an enhanced DBS check and two satisfactory references.

**Eligibility criteria:**

The following circumstances would make a person ineligible to apply for this role:

* someone who is employed/volunteers in a senior management capacity by the NHS or other health provider or Local Authority, or who currently holds a political position;
* someone who is part of the leadership of a community group that could be judged to be in a competitive position;
* someone who is or becomes bankrupt or makes any arrangements with their creditors;
* someone who is incapable by reason of medical disorder, illness or injury in managing and administrating his/her property and/or affairs;
* someone who is subjected to a court order disqualifying him or her from serving as a board member; and/or
* someone who has or is convicted of a serious criminal offence (in particular any offence involving dishonesty or any other in relation to promotion, formation, management or liquidation of a company).

Note: that a Member may be dismissed if (s)he fails to declare circumstances which make them ineligible to take up this role and these subsequently come to light.