

Healthwatch Liverpool Chair recruitment pack

February 2023

About Healthwatch Liverpool

Healthwatch Liverpool is the local health and social care champion for Liverpool. We are independent and have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care.

Healthwatch Liverpool is part of a network of over 150 local Healthwatch across the country. We're here to listen to the issues that really matter to people in Liverpool and to hear about their experiences of using local health and social care services. We're entirely independent and impartial, meaning that people can share their stories with us in confidence.

Healthwatch uses feedback to better understand the challenges facing the NHS and other care providers and we make sure people's experiences improve health and care for everyone – locally and nationally. We can also help people to get the information and advice they need to make the right decisions for them and to get the support they deserve.

We believe it's really important that people share their experiences – whether good or bad, happy or sad. If someone has had a negative experience, it's easy to think there's no point in complaining, and that 'nothing ever changes'. Or, if they've had a great experience, that they 'wish you could say thank you'. Feedback about health and care services is powerful and can help to improve people's lives. So, if anyone needs advice, or they're ready to tell their story in Liverpool – we're here to listen.



Two members of Healthwatch Liverpool staff speak to a member of the public at our Mental Health Marketplace event in 2021

Our vision and values

Our vision

We want a health and social care system that works for everyone.

Our Values

We are a community-led organisation which takes a bottom-up approach to our work:

- We empower local people to have their voices heard on issues relating to health and social care;
- We value equality, diversity and inclusion and work to make sure that all communities in Liverpool are represented in our work;
- We work with everyone in an empathetic, confidential and non-judgemental way;
- Our work is evidence-based and collaborative. We work closely with other organisations which share our values;
- We are independent and not afraid to challenge decisions when they are not in the interests of local people;

We are transparent and open in everything we do and we are accountable to



Healthwatch Liverpool Chief Officer speaking to a BBC Radio Merseyside reporter at our Mental Health Marketplace event in 2021

Background

Healthwatch Liverpool was founded in 2013, following the introduction of the Health and Social Care Act 2012. This saw the creation of a network of local Healthwatch across England and a national body - Healthwatch England - which provides support and guidance to the network as well as receiving information about local issues and concerns.

Outgoing chair, Lynn Collins was appointed in 2015 and is stepping down in April 2023 after making a valuable contribution over the past 8 years.

Of her time as Healthwatch Liverpool Chair, Lynn says:



It's been a privilege to Chair Healthwatch Liverpool since 2015 and to see the organisation develop and increase its impact on behalf of our communities. Now as they enter a new phase, it seems an opportune moment for a new chair to take over. The role combines the day-to-day governance of an organisation with some key community facing engagement, and would suit someone with a commitment to ensuring that local and health and social care services deliver high quality care for all .

Chairing the Community engagement board is a key part of the role and this brings with it a chance to hear from our front-line community and voluntary organisations the reality of both what happens when services work effectively but also the impact when they don't.

The staff team at Healthwatch have wide and diverse experience and provide excellent support to the board and the organisation to enable it to fulfil its obligations on behalf of patients and service users.

This is a great role and I can recommend it to anyone who cares about Liverpool and our health and social care services.

Lynn Collins speaking at the Healthwatch Liverpool Membership launch event in 2019

Role Description

Commitment and remuneration

We anticipate the time commitment will be approximately two–three days per month. An honorarium of **£5,000 pa** for the role will be paid in recognition of the time commitment. All remuneration is taxable and subject to Class 1 NI contributions but it is not pensionable. Reasonable expenses will also be reimbursed in line with organisational policy.

Purpose of the role

As Chair you will play a leading role in guiding the strategic direction of Healthwatch Liverpool, leading and ensuring the service lives up to its shared vision, aims, and values. In addition to attending and leading formal board meetings, the Chair will ensure that the service's strategic direction is clearly communicated and provide support and advice to the staff and management team.

The Chair will:

- Be a board member and chair of Laridae CIC which delivers the Healthwatch contract in Liverpool.
- Chair the Community Engagement Board which provides community guidance and oversight of the work of Healthwatch Liverpool.
- Be a key spokesperson for Healthwatch Liverpool and must have the necessary knowledge, skills and experience to be perceived by partners and the public as a credible figurehead for a professional, responsive and evidence-based organisation.
- Work with the Healthwatch Liverpool leadership in helping to shape the strategic direction of Healthwatch Liverpool, in line with the contract, service specification, legislation and guidance from Department of Health and Healthwatch England, through good governance and effective strategic planning.

Responsibilities and tasks

- To lead Healthwatch Liverpool and ensure transparent and effective governance arrangements.
- Fulfil legal responsibilities as a Company Director.
- To guide and manage the CEO to ensure that Healthwatch Liverpool is effective in meeting its objectives in line with the aims and values of Healthwatch.
- To support the recruitment, selection and induction of Directors and any other appropriate appointments.
- To lead the development of the Healthwatch Liverpool Community Engagement Board and the Laridae Board.

- Act as formal spokesperson, ambassador and representative for Healthwatch Liverpool where appropriate, upholding the reputation and values of the organisation.
- To ensure that effective governance structures ensure Healthwatch Liverpool works in healthy, safe and secure manner in accordance with its legal duties (including adhering to practices in safeguarding and child protection).
- To work with the CEO, and other members of the team to plan annual cycles of meetings, including agenda setting.
- To be responsible for personal learning and development where appropriate and undertake training to increase knowledge, skills and awareness.
- To operate within the aims, policies and practices of Healthwatch Liverpool at all times and to be committed to and promote the organisation's vision and values.
- 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.
- 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 Liverpool Conflicts of Interest Policy for further information.

Person Specification

The following attributes are required of the successful candidate:

- Experience of developing and/or leading an organisation that operates for the benefit of communities;
- Experience of leadership through a period of change;
- Experience of working with and influencing leaders of public and community organisations;
- Experience of building and developing successful partnerships, alliances and working relationships with a range of organisations and stakeholders.

The following attribute is desirable but not essential:

- Experience of acting as a media spokesperson, including handling sensitive and potentially controversial topics;

Skills and Abilities

- Strong communication and interpersonal skills, able to liaise effectively with a wide a range of stakeholders and audiences.
- Strategic thinking, able to analyse complex information, demonstrate clear analytical intellect and guide rational decision making.

- Able to chair meetings effectively and challenge and hold the partners to account.
- Skilled at bringing people together to generate a strong team spirit, able to work collaboratively, building consensus and encouraging effective decision making.

Knowledge and experience

- Good understanding of health, social care and wellbeing policy issues/challenges facing NHS and Local Authorities.
- Able to demonstrate good awareness and understanding of the current environment in Liverpool and how local 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 leading an organisation as a member of a management board, committee or senior management team.

Personal behaviour and style

- Passionate about promoting better outcomes in health and social care for all.
- Actively leads by example the professional conduct expected of the Chair's role – listens to others and provides decisive leadership when it is required.
- Proactively demonstrates strong commitment to equality and diversity.
- Supportive management style that motivates people to deliver their best.
- Open to learning and development, for self, staff and the service.
- Time and commitment to effectively discharge the responsibilities of the post.

How to apply

To apply, or for an informal chat about the role, contact our Chief Executive, Sarah Thwaites via email, sarah.thwaites@healthwatchliverpool.co.uk or call 0300 77 77 007. Closing date for applications is 26 March 2023.



healthwatch Liverpool

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