



Healthwatch Advisory Board Member Role Description

Healthwatch is the consumer champion for people who use health and social care services, ensuring that communities are engaged, listened to and provided with an avenue to tell us their views and opinions.

Healthwatch Leicester and Healthwatch Leicestershire (HWLL) will ensure that it brings the collective voice of local people across Leicester and Leicestershire to influence key stakeholders and decision makers within health and social care to help improve services. Find out more at www.healthwatchll.com

As a Healthwatch Advisory Board (HAB) Member for Leicester and Leicestershire, you will play a key role in leading the vision, aims and values of Healthwatch to deliver an effective service in line with legislation.

You will need to demonstrate that you have the skills, experience and knowledge to act as an ambassador for local people and their communities delivering results through the board with a commitment to continuous improvements and working in collaboration with colleagues.

Application and Selection

How to Apply

To apply, candidates are asked to complete the application form providing evidence of their ability to meet the role description.

A shortlisting process will take place and candidates will be invited for an interview.

Role Description

What will the role involve?

- Having a clear understanding of the role of Healthwatch and working with other Healthwatch board/ advisory group members and staff team to plan, review, evaluate and oversee Healthwatch Leicester and Healthwatch Leicestershire.
- Promote Healthwatch and our role within the local community.
- Being accountable for Healthwatch delivery and ensuring the organisation adheres to its purpose, acts in the best interest of the organisation, manage resources appropriately and comply with the organisation governing document and the law.
- Produce Strategy and Business Plan with the Healthwatch Manager.
- A HAB member will have delegated responsibilities to oversee the delivery of the Healthwatch.

HWLL Board Member Role

- Uphold the Healthwatch brand by adhering to Healthwatch values and behaviour whilst minimising and mitigating risks to delivery and reputation.
- Engage with appropriate local people within Leicester and Leicestershire to understand the strategy for the delivery of health and care services.
- Having a clear understanding of legal responsibilities as a board member and expectations as an individual member and collectively as a board.
- Keep up to date with governance good practice and implement this in HWLL.

Candidates will need to demonstrate that they have the necessary skills and experience to become a HAB member for HWLL and need to show that they have:

1. A high level of commitment to patients, carers and the wider community i.e. supporting the values, ethos and objectives of Healthwatch.
2. Experience of, or good understanding of, working with customer focused organisations and a commitment to high standards of customer care.
3. Proactively demonstrate a strong commitment to equality, diversity and fairness.
4. Experience of representing an organisation on a Board, or committee and work collaboratively to influence others through persuasion, tact, diplomacy and reasoning.
5. Good awareness and understanding of the current environment in Leicester and Leicestershire and how local health and social care and wellbeing services are delivered.
6. A good understanding of health or social care and wellbeing policy issues/ challenges facing the NHS and Local Authorities.
7. An understanding and appreciation of the part that volunteers can play in partnership with staff in delivering the work of Healthwatch.
8. The ability to liaise effectively with a wide range of stakeholders and audiences and to work in partnership as necessary.
9. An understanding and experience of voluntary sector organisations and communities.
10. IT Skills – able to use Microsoft Office Suite and online meeting platforms.
11. Time and commitment to effectively discharge the responsibilities of the role.
12. To abide by, contribute to and take collective responsibility for decisions made by the Advisory Board.
13. To respect the confidentiality of information, where its release would compromise the interest of HWLL but excluding issues of public safeguarding.

General Duties

To uphold HWLL Code of Conduct and maintain the highest standards of probity in accordance with the Companies Act (2006) and the Nolan “seven principles of public life”:

- **Selflessness** Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.
- **Integrity** Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
- **Objectivity** In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
- **Accountability** Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- **Openness** Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
- **Honesty** Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- **Leadership** Holders of public office should promote and support these principles by leadership and example.

Person Specification

Core competencies

1. Good interpersonal skills, able to liaise effectively with a wide a range of stakeholders and audiences.
2. Collaborative and team working, able to analyse complex information, demonstrate clear analytical intellect and guide rational decision making.
3. Support the vision, mission, ethos and objectives of HWLL.
4. Clear understanding of governance and the associated legal responsibilities.

Knowledge and experience

1. Good understanding of health or social care and wellbeing policy issues /challenges facing the NHS and Local Authorities.
2. Experience of working collaboratively with partners at Board level, with the ability to influence others through persuasion, tact, diplomacy and reasoning.
3. Able to demonstrate good awareness and understanding of the current environment in

Leicester and Leicestershire and how local health and social care and wellbeing services are delivered.

4. Experience of, or good understanding of, working with customer focused organisations and a commitment to high standards of customer care.
5. An understanding and experience of voluntary sector organisations and communities.
6. Experience of representing an organisation on a Board, committee and work collaboratively with others.

Personal specification/requirements

- Ability to work as a team with other volunteers and staff.
- Effective communication skills and ability to ask questions, listen well and provide challenge when needed and appropriate.
- Decision making skills.
- Experience of using Microsoft Office suite.
- Access to the internet/ email.
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided).
- Respect and ability to keep confidentiality.

Disclosure and Barring Service (DBS) Check

A standard DBS Check will be required for all HAB members.

How will we support you?

HWLL is hosted by Voluntary Action LeicesterShire (VAL). The Healthwatch team will provide you with support and guidance throughout. You will receive training with an induction from Healthwatch share to make sure your volunteering journey is positive.

How much time is involved?

On average this role will require the equivalent to 2 or 3 days a month, however the time commitment may vary and a flexible approach should be taken.

Expenses

Out of pocket travel and meeting expenses will be paid.

Equality & Diversity

HWLL operating under the auspices of VAL is subject to the Public Sector Equality Duty under the Equality Act 2010 and as such will be committed to Equal Opportunities and expect all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect. We encourage people from diverse backgrounds to apply.