

**Healthwatch Walsall Advisory Board Members**

**Recruitment Pack**

**2022**

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Further information about Healthwatch and ECS is available at:

- [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)
- [www.weareecs.co.uk](http://www.weareecs.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](http://www.healthwatch.co.uk)

## **WELCOME**

Thank you for your interest in joining Healthwatch Walsall as a member of the Advisory Board. We 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 Walsall, 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 2016 Healthwatch Walsall has been delivered by Engaging Communities Solutions (ECS), a not for profit Community Interest Company that is also responsible for the delivery of eight other Healthwatch contracts. The ECS Board has overall oversight and accountability for the delivery of the Healthwatch Walsall service. The ECS Board is committed to having a strong and vibrant Healthwatch Walsall Advisory Board, rooted in the local Walsall community.

We are looking to recruit individuals to sit on the Advisory Board who share our passion for developing Healthwatch Walsall 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 Walsall. 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 would be delighted to hear from you.

Aileen Farrer  
Healthwatch Walsall Manager

## **WHAT IS HEALTHWATCH?**

Healthwatch is the independent patient 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 Walsall. 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 Walsall (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.

## WALSALL SCENE

Walsall has a vibrant town at the centre of the wider borough of Walsall, situated in the Black Country within the West Midlands, with a documented history dating back to 1002AD. It is a Borough of many towns and cultures that thrives on its diverse communities.

The Borough has a very active voluntary and community sector that works in partnership with the public and private sectors in the Borough to ensure that our shared priorities for the Borough are achieved.

Health care in the Borough is provided by several key NHS providers. Acute hospital care and community health care in the Borough is provided via The Walsall Healthcare NHS Trust, and specialist mental health and learning disability health services for children and adults are provided by the Black Country Healthcare NHS Foundation Trust. Walsall has one Clinical Commissioning Group (CCG), Walsall CCG that covers the whole Borough.

### About the people of Walsall (Census 2011):

**Population:** 276,095\*, with a total of 107,822 households in the borough.

*\* reported in June 2016 as the 2015 mid-year estimates from the Office for National Statistics*

#### Number of people by age:

- 0-9 years = 35,344
- 10 - 19 = 34,933
- 20 - 29 = 35,194
- 30 - 39 = 33,090
- 40 - 49 = 38,590
- 50 – 59 = 31,136
- 60 – 69 = 28,448
- 70 – 79 = 20,633
- 80 years and above = 11,955

#### Diversity:

- White British 76.9%
- All other White 1.9%
- Mixed 2.7%
- Asian 15.2%
- Black 2.3%
- Other 0.8%

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

- 77.3% very good or good
- 7.3% bad or very bad (5.6% nationally)

One in five residents has a health condition that limits their day to day activities: 10.4% are limited a lot, and a further 10.3% limited a little.

#### Provision of unpaid care:

- 11.4% of residents in the Borough provide unpaid care for someone with an illness or disability compared with 10.3% nationally. This equates to over 17,000 people providing between 1-19 hours unpaid care a week, while almost 8,800 provide unpaid care for over 50 hours a week.

## **Strategic Objectives**

Healthwatch Walsall 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 Walsall.
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 Walsall 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

<b>Title:</b>	<b>Healthwatch Walsall Advisory Board Member</b>
<b>Remuneration:</b>	<b>Out of pocket expenses</b>
<b>Hours:</b>	<b>At least two days per month</b>
<b>Responsible To:</b>	<b>Healthwatch Walsall Advisory Board Chair and other Members of the Advisory Board</b>

### **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 Walsall's work programme based on feedback from public engagement and service user feedback.

### **Important Relationships**

- Chair of the Walsall Healthwatch Advisory Board
- Walsall Clinical Commissioning Group (Walsall CCG)
- 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
- Walsall Metropolitan Borough Council primarily Public Health, Adult and Children's Social Care
- Engaging Communities Solutions (ECS) Board

## MAIN DUTIES AND RESPONSIBILITIES

### Main tasks

- To participate in setting, implementing and monitoring Healthwatch Walsall 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 Manager of the organisation, whilst exercising personal responsibility and accountability.
- To offer purposeful, constructive scrutiny and challenge to the Healthwatch Manager 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, the NHS England, Care Quality Commission, Walsall Metropolitan Borough Council, NHS England and its associated services, NHS funded providers, Walsall Clinical Commissioning Group, health and social care providers and regulators.
- Act as an ambassador and representative for Healthwatch Walsall, upholding the reputation of Healthwatch Walsall and its values.
- Network and promote the achievements, purposes and benefits of Healthwatch Walsall.
- Ensure that Healthwatch Walsall 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 Walsall's diverse population.
- Ensure that Healthwatch Walsall 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 Walsall.
- Commitment to continual learning.

### **Knowledge and experience:**

- Ideally a member of the Board would have experience or at least a 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 Walsall 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 Walsall Manager and Advisory Board; with a wider vision to raise standards across Healthwatch Walsall.
- Able to challenge health and social care providers and hold them to account on behalf of the public of Walsall.
- 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 Walsall, preferably lives and/or works or receives health or social care in the borough of Walsall.

### **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 made up of the Chair of the Healthwatch Walsall Advisory Board and the Healthwatch Walsall Manager.

The successful candidate will become a member of the Healthwatch Walsall 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 Solutions.

To apply for this role, please submit your application and CV to Aileen Farrer.

Recruitment packs are available online at [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk) or from Aileen Farrer at [aileen.farrer@healthwatchwalsall.co.uk](mailto:aileen.farrer@healthwatchwalsall.co.uk) or by telephone 0800 470 1660.

If you would like an informal discussion about the role, please call Aileen Farrer on the above number.

### **Time commitment**

The duties of a Member will take at least two days per month. Appointment to the Healthwatch Walsall 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.

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

The formal appointment of a Healthwatch Walsall 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.