

## Role Description for Healthwatch Central West London Executive Board Member

<b>Role Title</b>	Healthwatch Board Member
<b>When</b>	Meetings of the Healthwatch Board take place every other month usually for 2 hours (6:30pm - 8:30pm)
<b>Where</b>	Tri-borough: Hammersmith and Fulham, Kensington and Chelsea, Westminster
<b>Expenses</b>	This is a voluntary position. In line with the agreed policy, all 'out of pocket expenses' will be reimbursed
<b>Accountable to</b>	Healthwatch Central West London Board, local members and communities, Tri-borough local authorities
<b>Time commitment</b>	Approx one working day per month for two years

### Introduction to Healthwatch Central West London

Healthwatch will be the new consumer champion for both health and social care. It will exist in two distinct forms - at a local level in Hammersmith and Fulham, Kensington and Chelsea and Westminster (Healthwatch Central West London) and as Healthwatch England (<http://www.healthwatch.co.uk/>) at national level.

Healthwatch Central West London will be an independent organisation, able to employ its own staff and involve volunteers, so it can become the influential and effective voice of the public. It will have to keep accounts and make its annual reports available to the public.

The aim of Healthwatch Central West London will be to give citizens and communities a stronger voice to influence and monitor how health and social care services are provided within their locality.

We are now seeking members for a tri-borough local Healthwatch Executive Board (Healthwatch Central West London) in Hammersmith and Fulham, Kensington and Chelsea and Westminster.

## Requirements of the Role

Executive Board members will be required to help set the strategic plan and direction of Healthwatch Central West London to ensure it aligns to the requirements of the Department of Health, Healthwatch England and agreed local objectives. Success will be achieved through good governance; effective strategic planning and clear reporting from/to borough based Boards.

The Executive Board will also be required to consider the LINKs legacy in the development of the local Healthwatch organisation.

The Healthwatch Central West London Executive Board will be comprised of members covering the above named boroughs equally and with expertise in one (or more) of the following areas:

- Representation from service user group(s) and/or organisations
- Community engagement
- Communications
- Strategic management
- Performance and finance
- Commissioning and procurement
- Business planning and operational management

Acting as a Healthwatch Central West London Company Director and Charity Trustee, you will:

- Represent all members and the views of Healthwatch Central West London, fairly and without bias.
- Be accountable to borough based Healthwatch structures and local communities
- Take a strategic overview of the work and activities of Healthwatch Central West London
- Be able to work within the ethos and agreed views of the Healthwatch Central West London
- Adhere to the Healthwatch Central West London Code of Conduct and relevant policies and procedures at all times while acting in an official capacity as a Healthwatch Central West London representative.
- Adhere to the Healthwatch Central West London policies of equality of opportunity and non-discriminatory practice.
- Live or work in the London Borough of Hammersmith and Fulham, the Royal Borough of Kensington and Chelsea and/or Westminster City Council.

For further information and to apply please contact Paula Murphy, Director Healthwatch Central West London on email: [paula.murphy@hestia.org](mailto:paula.murphy@hestia.org) with any queries you may have.

## Knowledge, Skills and Experience

<b>Essential</b>	<ul style="list-style-type: none"><li>• Capacity and desire to give time to the role with agreed commitment, which includes being willing to take initiative and keep well informed on health and well-being issues</li><li>• Good communicator and be capable of playing an active role at regular meetings and contribute to the discussion, informing policy decisions</li><li>• The ability and desire to communicate with a range of different individuals from commissioners to members of the public</li><li>• A good level of numeracy, literacy and IT skills (including Microsoft Office/equivalent)</li><li>• Strategic awareness to make decisions in the best interests of Healthwatch in exercising its functions</li><li>• Adherence to the Nolan Principles of Public Life<sup>1</sup></li><li>• Ability to exercise sound independent judgment, common sense and diplomacy</li><li>• Ability to distinguish between Healthwatch and personal views.</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><li>• Good understanding of research and research costs, in order to identify gaps in public feedback and the provision and quality of local care services</li><li>• Politically astute, with the ability to grasp relevant issues and understand relationships between interested parties</li><li>• Financial awareness and skills to ensure financial management and probity</li><li>• Understanding of how to provide effective signposting information and guidance to the public</li><li>• Understanding of how to develop and maintain effective networking amongst voluntary and community groups</li><li>• Knowledge of commissioning and procurement to support the research and scrutiny into local services.</li></ul>

<sup>1</sup> <http://www.public-standards.gov.uk/>

	<ul style="list-style-type: none"> <li>• Ability to work with health and social care providers to communicate patient and service user experience feedback.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• At least three years practical working knowledge of national and/or local health and wellbeing services</li> <li>• Have recent board or equivalent managerial level experience in an organisation such as a Local Authority, NHS Foundation Trust, Primary Care Trust, Voluntary, private sector organisation or a comparable</li> <li>• Active in their community and a track record of public engagement</li> <li>• Administrative skills and record keeping</li> <li>• Commitment to equality, diversity and data protection.</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Collaborative</li> <li>• Committed to community service</li> <li>• Self-motivated</li> <li>• Flexible</li> <li>• Willing to learn and contribute</li> <li>• Commitment to inclusion</li> <li>• Open and creative</li> <li>• Integrity</li> <li>• Appreciation for confidentiality</li> <li>• Trustworthy</li> <li>• Honest</li> <li>• Support for mission and values</li> <li>• Live or work in Hammersmith and Fulham, Kensington and Chelsea and/or Westminster.</li> </ul>