



Board Director

Application Pack

February 2021



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Timetable

Job published	Wednesday 10 th March 2021
Deadline for applications	5pm – Friday 2 nd April 2021
Shortlisting	6 th /7 th April 2021
Expected interview date/s	w/c 12 th April 2021

Introduction

Lynne Gilchrist, Chair of the Board

Dear Applicant,

Thank you for your interest in joining in the Board of Healthwatch Greenwich. This is an exciting opportunity to be at the heart of our work in making a positive contribution to local NHS health and care services.

Healthwatch Greenwich was established in 2013 as part of a larger charity. We made the transition to an independent, non-profit organisation in April 2016. Since then, we have firmly established ourselves as the key strategic partner for patient and service user voice across the Borough.

Our Board has overall oversight and accountability for the delivery of Healthwatch Greenwich's activity and is committed to having a strong, outcome focused Healthwatch, rooted in the communities it serves.

Local people are at the heart of everything we do, and we are looking for Board members who share our passion for continuing to develop Healthwatch Greenwich as the 'consumer champion' for all publicly funded health and social care in Greenwich.

You will sit on our experienced Board of knowledgeable and motivated non-executive directors who bring a diverse range of skills and experience to support and guide the organisation. We are looking to add specific skills and experience to our board with the recruitment of 3 positions:

- Treasurer
- Director - Marketing & Communications
- Director - Human Resources

If you share our passion for ensuring that patients and service users are heard, their experiences shared, and their voices amplified, creating change, and improving services for all in the planning and delivery of health and care in the Royal Borough of Greenwich – join us.

The closing date is Friday 2nd April with shortlisting the following week. Successful applicants will be notified, with interviews expected to be held w/c 12th April 2021. Informal enquiries are welcome; please contact Joy Beishon (CEO) at joy@healthwatchgreenwich.co.uk or myself at lynne@healthwatchgreenwich.co.uk.

We look forward to receiving your application.

Yours sincerely,

Lynne Gilchrist

Chair of the Board, Healthwatch Greenwich Ltd.

Position	Non-Executive Director of Healthwatch Greenwich
Length of Board membership	Initial four-year term
Time commitment	Six Board meetings annually (currently quarterly meetings + two thematic/development sessions). Meetings currently conducted via Zoom/Teams for up to two hours. Total time commitment - up-to 7hrs a month.
Role	Review Board papers, occasional work related to Board meetings, active participation in Board meetings, stakeholder engagement, optional activities dependent upon the needs of Healthwatch Greenwich and the experience, interest, and skills of the non-executive director.
Reports to	Chair of the Healthwatch Greenwich Ltd Board
Remuneration	This is a voluntary role. Expenses incurred in delivering Board activities will be paid.
<p>This document can be supplied in different languages or formats: Tel: 020 8301 8340 or email: info@healthwatchgreenwich.co.uk www.healthwatchgreenwich.co.uk Twitter: @HWGreenwich</p>	

Context

Healthwatch Greenwich

The Health and Social Care Act 2012 required each local authority area to set up a Healthwatch organisation. Healthwatch gives people a powerful voice both locally and nationally. Healthwatch Greenwich works to help people get the best from their health and social care services, whether it's improving them today, or helping to shape them for tomorrow. Healthwatch Greenwich is about local voices being able to influence the delivery and design of their services.

Healthwatch Greenwich is commissioned by the Royal Borough of Greenwich to provide the following 6 key functions:

- Gather views and understand the experiences of patients and the public.
- Make people's views known.
- Promote and support the involvement of people in the commissioning and provision of local health and care services and how they are scrutinised.
- Provide advice and information (signposting) about access to services and support for making informed choices.
- Making the views and experiences of local people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion.
- Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC).

Vision, mission, and values

Our vision

We want a Greenwich with high quality services, consistent levels of public engagement and an excellent patient/service user experience.

To achieve our vision:

- We listen.
- We act.
- We influence.

Our mission

We are the consumer champion and voice for people who use health and social care services.

How we achieve this:

Understanding what matters most to the public, especially those least heard, by always starting with their needs and views. Influencing those who have the power to change design and delivery of services, so they better meet the needs and views of users.

Values

- Inclusive
- Influential
- Independent
- Credible
- Collaborative

How we work

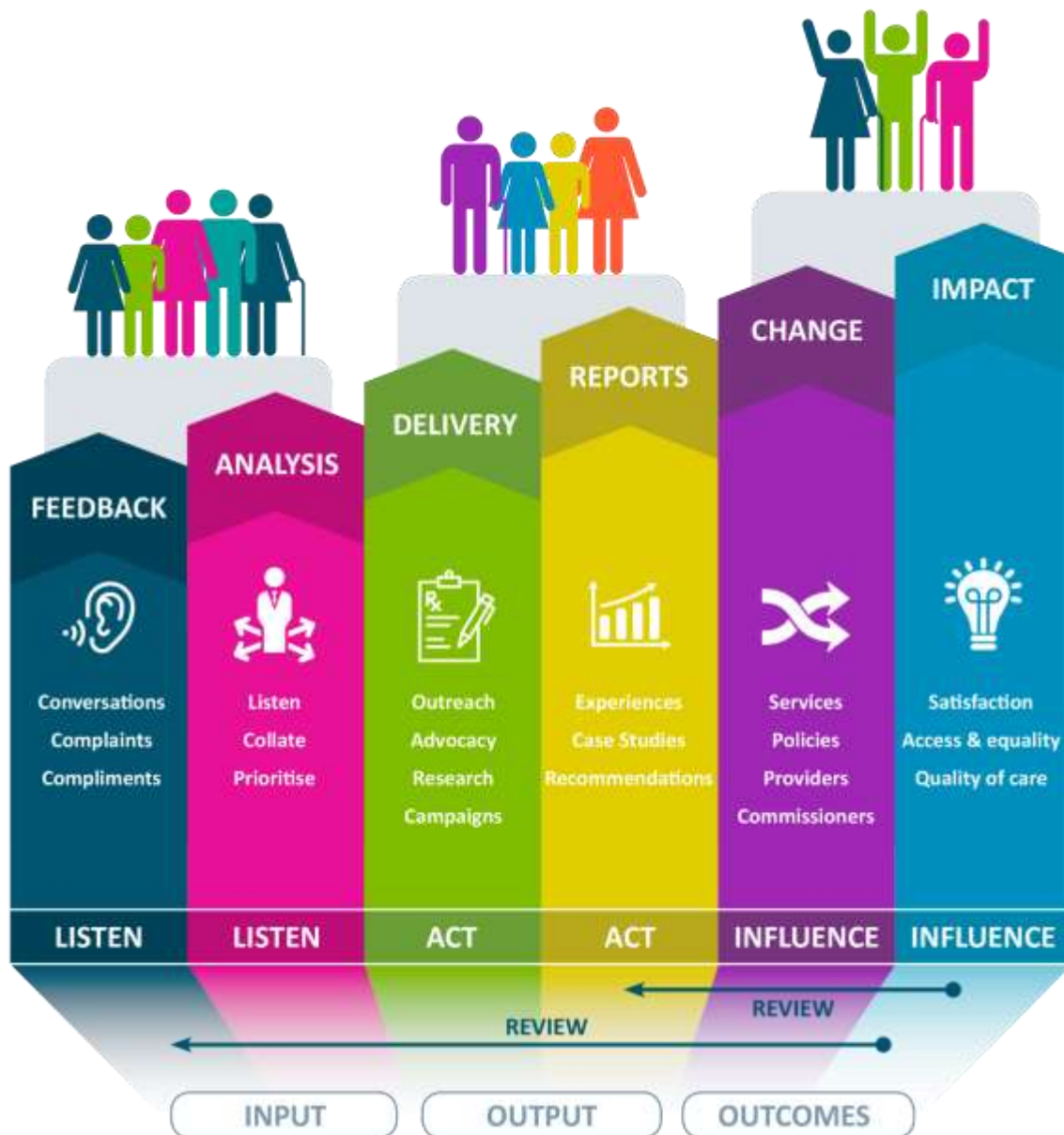
User involvement:

Healthwatch Greenwich is committed to public and patient involvement throughout health and social care services in Greenwich. We aim to involve our users in every aspect of our delivery and facilitate the voice of users in the public arena.

Independent voice:

Healthwatch Greenwich challenges services, highlights need and investigates issue raised by service users and patients.

Healthwatch Greenwich Model of Change



Role descriptions

Title: Non-Executive Director -Treasurer

The Treasurer will advise and support the Board on all financial matters.

The role of Treasurer includes:

- Liaison with key personnel as required, (the Chair of the Board, CEO, bookkeeper and accountant) about financial matters
- Review budgets, accounts, and financial statements in advance of Board meetings
- Review and advise on pre-prepared annual accounts
- Ensure any recommendations made by the auditors are implemented
- Advise on compliance with relevant legislation, appropriate accounting procedures and controls
- Advise on reserves policy and financial implications of strategic and operational plans
- Advise and support the Board on corporate governance as well as statutory and legislative compliance
- Sit on appraisal, recruitment, and disciplinary panels (when required)

Title: Non-Executive Director – Marketing and Communications

The Non-Executive Director - Marketing and Communications will support the Board to oversee marketing and communications matters.

The role of the Non-Executive Director - Marketing and Communications includes:

- Review of marketing, communications and digital strategic objectives and plans
- Review of stakeholder engagement, including wider communications strategy and performance
- Liaison with key personnel (CEO) to support development and refreshment of strategic marketing and communications plan
- Help to identify free or cost-effective marketing initiatives and tools to support marketing plans
- Advise on engagement with ‘seldom-heard’ groups
- Advise on advancement of Healthwatch Greenwich’s brand identity to increase visibility to a wider audience and broaden awareness of who we are and what we do
- Advise on targeting high-level external audiences including the media and key (local) influencers
- Support the Board and staff to recognise external communications opportunities and solutions
- Act as communications spokesperson on behalf of the Board, when required.
- Sit on appraisal, recruitment, and disciplinary panels (when required)

Title: Non-Executive Director – Human Resources

The Non-Executive Director - Human Resources will support the Board to oversee HR, and governance functions.

The role of the Non-Executive Director - Human Resources includes:

- Advise on HR functions to ensure they are conducted within legal requirements and best practice. To include - recruitment, retention, performance, and reward as well as staff and non-executive director wellbeing and development
- Support the board to understand and fulfil its responsibilities in relation to HR
- Provide appropriate support and advice to the board and CEO on arising HR issues
- Support the Board to monitor and review the performance of the CEO, and identify appropriate development opportunities
- Sit on appraisal, recruitment, and disciplinary panels (when required)

Person specification

We are particularly interested in hearing from people with skills and experience in the areas outlined in the role descriptions above.

Equality

You believe in patient and public involvement, have a strong commitment to equality, diversity, and inclusion, and enabling the involvement of disadvantaged groups.

Governance

You understand the principles of good governance and are willing to accept the legal duties and responsibilities that go with being a Non-Executive Director.

Communication

You can assess different opinions, understand the point of view of others, be a good listener and communicator, and you are able to give constructive feedback.

Conduct

All members of our Board are expected to demonstrate high standards of corporate and personal conduct including adhering to the Nolan Principles of Public Life [The Seven Principles of Public Life - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/the-seven-principles-of-public-life)

Eligibility

- You must be over the age of 18
- You must live or work in the Borough of Greenwich
- You must use health or social care services within the Borough of Greenwich

Exceptions

You are not eligible to apply if:

- Your work (as an employee or volunteer) directly involves you in commissioning health or social care services in/for Greenwich,
- Your work (as an employee or volunteer) directly involves you in commissioning or making strategic policy for health or social care services in/for Greenwich
- You are a paid or elected official in the local NHS, CCG, or Greenwich Council.

For legal reasons, some people are barred from being a Non-Executive Director, these include:

- Anyone who has been convicted of an offence involving deception or dishonesty – unless the conviction is spent
- Anyone who is an undischarged bankrupt, or is the subject of a bankruptcy restriction order, or bankruptcy restrictions
- Anyone who has made a composition arrangement with, or granted a trust deed for creditors, and has been discharged in respect of it
- Anyone who has previously been removed from trusteeship of a charity by the court of Commissioners
- Anyone under a disqualification order under the Company Directors Disqualification Act 1986, or is the subject of a disqualification undertaking

Frequently asked questions

How many Board meetings do I need to attend?
Non-Executive Directors are expected to attend all Board meetings, and a minimum of 4 of the annual 6 meetings. Board members are expected to support the objectives and policies agreed by the Board, contribute to, and share responsibility for the decisions of the Board. Non-Executive Directors are expected to work constructively with other Board members and the staff of Healthwatch Greenwich.
Are there any other meetings I need to attend?
From time-to-time Board members will be expected to participate in Board development activities, sub-groups, committees, working groups, and stakeholder engagement. Board members may be offered the opportunity to attend events or meetings related to Healthwatch Greenwich activity and objectives. While Non-Executive Director support is encouraged, attendance is not compulsory and will depend on the skills/knowledge/interests/capacity of the Non-Executive Director.
What is the time commitment?
In addition to attending Board meetings, Non-Executive Directors will need to be able to allocate time for reading reports and preparing for Board meetings (and where appropriate Board sub-groups, committees, and working groups). The average time commitment is 1 day (7hrs) per month.
Is this a paid position?
No. Healthwatch Greenwich Board positions are voluntary and unpaid but reasonable expenses will be reimbursed.
Will I need to provide references?
Yes, two satisfactory references will be sought before any appointment is confirmed.
Where can I find out more about Healthwatch Greenwich?
You can find out more information about Healthwatch Greenwich from our website. Healthwatch Greenwich Your spotlight on health and social care services
I've got more questions about becoming a member of the Board – who do I ask?
You can contact the CEO, Joy Beishon at 'joy@healthwatchgreenwich.co.uk' or 0208 301 8340, or Lynne Gilchrist – Chair of the Board at 'Lynne@healthwatchgreenwich.co.uk'

How to apply

Please send an:

- up to date CV (including the names and contact details of two referees)
- a covering letter (no longer than two sides of A4)
- diversity monitoring form

to **'joy@healthwatchgreenwich.co.uk'** by 5pm on Friday 2nd April.

Your covering letter must identify which Non-Executive Director role you wish to be considered for, and how your skills/experience/knowledge will enable you to carry out the related tasks (as identified under role descriptions and person specification in this pack).

Please specify any changes to the recruitment interviewing process that you would like us to make to ensure you have equality of opportunity. Please also tell us if there is any reason (e.g. religious festival) which means you cannot attend on the published interview date/s w/c 12th April 2021.

All information provided will be treated as confidential and used only for the purposes of selection to be a member of the Healthwatch Greenwich Board. Your information will only be seen by those directly involved in the selection process.

