

## **Role description**

**Role Title:** Healthwatch Cornwall Chair

**Responsible for:** leading and working with Board Members in the strategic planning and direction of Healthwatch Cornwall, in line with agreed objectives and the Department of Health and Healthwatch England requirements, through good governance and effective strategic planning. The Chair will supervise the CEO to ensure communication flow between the operational team and the Board of Directors and ensure strategic direction. The role will involve representing Healthwatch Cornwall at public events and translating Healthwatch England goals and direction into local organisations by contribution to networks and seminars.

## **Purpose of Role**

To ensure Healthwatch Cornwall is managed efficiently, effectively and in line with its constitutional and statutory obligations, its code of conduct and best practice.

## **Recruitment Process**

We are recruiting a Chair through an open process by way of public advertisement. Candidates must provide sufficient evidence to demonstrate they are capable of performing the role of Chair by sending a CV and covering letter to [admin@healthwatchcornwall.co.uk](mailto:admin@healthwatchcornwall.co.uk)

The deadline for applications is three weeks from the date of issue of advert. Interviews will take place in the week following the deadline date.

## **Eligibility**

Applications will be considered from:

- Anyone who is over the age of 18 and lives in Cornwall.
- Anyone who is registered with a Cornwall General Practitioner (GP), lives or works in Cornwall.
- Representatives from Cornwall's Voluntary and Community Sector organisations.

## **Exclusions**

Applications from the following will not be considered:

- Providers of statutory health or social care services and their employees, where these services are accessed by Cornwall residents i.e. NHS Hospitals, Community Health Services, Social Workers.

(Note: Representatives from Cornwall's Voluntary and Community Sector organisations will not be excluded).

- Employees, Clinical Commissioners & Lay Members of organisations with a statutory role to commission health or social care services for people in Cornwall.
- Cornwall Councillors or MPs.

Individual circumstances will be considered by the panel, but generally people will also be excluded if:

- They have been dismissed as a trustee or a director from an organisation of any kind.
- They are the subject of a bankruptcy restrictions order or similar order.
- They have been dismissed as an employee for a reason other than redundancy.
- Anyone who is under a disqualification order under the Company Directors Disqualification Act 1986.

## **Time Commitment**

It is anticipated the duties of the Chair will take 4 days per month and the role has an allowance of £5,000 pa in recognition of this time. Appointment to the Healthwatch Cornwall Board shall be for a period of up to 2 years, which may be extended for a further period if appropriate.

**Directors are available for an informal discussion if required. Please call the Business Support Manager on 07388 948797 to arrange.**

## **Main Responsibilities and Key Result Areas**

### **Promoting good governance**

The Chair will oversee governance of Healthwatch Cornwall, and will work with the Chief Executive to ensure that:

- The Board consists of suitably skilled, experienced and diverse members who understand their roles and responsibilities while ensuring appropriate arrangements are in place for appraisal, training and development of members.
- Key issues are discussed by the Board in a timely manner with appropriate information made available and with professional advice when needed.
- Robust financial processes and strong governance systems are in place; chairing the finance sub-committee.
- The Board develops a vision for Healthwatch Cornwall with clear strategies and objectives to deliver its organisational purpose.
- The Board support structures and accountability are properly constituted.

### **Ensuring Effective Performance**

The Chair will provide visible leadership in developing a positive culture and model for Healthwatch Cornwall and ensure that these are reflected in their own, and in the Board's, behaviour and decision making.

### **Leadership**

- Provide leadership of the Board that is responsive and accountable to members, partners, and stakeholders who have an interest in its work.
- Lead the Board in scrutinising and reviewing the performance of Healthwatch Cornwall, and ensure patient, service user, carer and wider community satisfaction (including with reference to the performance of comparable organisations).
- Oversee the performance and continuous improvement of Healthwatch Cornwall to ensure excellence and quality assurance.
- Formally oversee, support and evaluate the performance of the CEO and the effectiveness of the Board members.
- Chair Board meetings, ensuring the Board's business is conducted efficiently and effectively through a framework of appropriate terms of reference and internal and financial controls, with strategies in place to manage and mitigate risk.
- Ensure that all Board members are given the opportunity to express their views and that decisions are taken, recorded and compliant with Healthwatch Cornwall's policies.
- Ensure that the CEO produces regular reports on Healthwatch key areas and progress.

- Oversee the publishing of an Annual Report and Accounts each year, highlighting priorities, progress and key issues.
- Ensure Healthwatch Cornwall is able to maintain good relations with key stakeholders, including: Members of the public; patients; service users; carers; Cornwall Council; Healthwatch England; the Department of Health; The Care Quality Commission; Monitor (Regulator of NHS Foundation Trusts); NHS & Council-funded health & social care providers; the Cornwall Health and Well-being Board and the Kernow Clinical Commissioning Group.

#### **Additional Ambassadorial role for the Chair:**

- To network and promote the achievements, purposes and benefits of Healthwatch Cornwall.
- Represent Healthwatch Cornwall at quarterly meetings of the Health and Social Care Overview and Scrutiny Committee.
- Have a strong commitment to forming strategic partnerships and effective working relationships with other organisations.
- Develop robust networking with Healthwatch England by engaging with Chair events.

#### **Maintaining good relationships with staff**

- Build and maintain effective working relationships with the Healthwatch Cornwall CEO and the staff team.

## PERSON SPECIFICATION

<b>Healthwatch Cornwall Chair</b>	
	<b>Essential</b>
<b>Core competencies</b>	Strong communication and interpersonal skills (advocacy, persuasiveness, ability to influence) and the ability to liaise effectively with a wide a range of stakeholders and audiences
	Strategic thinking, ability to analyse complex information, to demonstrate clear analytical intellect and to guide rational decision making
	Support for the values, ethos and objectives of Healthwatch Cornwall
	Have a clear understanding and experience of governance and its associated responsibilities
<b>Knowledge and experience</b>	Good understanding of health, social care and wellbeing policy and issues/challenges facing the NHS and Local Authorities
	Experience of working collaboratively with partners at Board level, with the ability to influence others through persuasion, tact, diplomacy and reasoning
	Ability to demonstrate good awareness and understanding of the current environment in Cornwall and how local health and social care and wellbeing services are delivered
	Experience 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
	An understanding and working knowledge of voluntary sector organisations and communities
	Experience of representing an organisation on a Board, committee and working collaboratively with others
<b>Skills, abilities, personal</b>	Ability to plan strategically and with vision
	Ability to prepare strategic reports to health and social care commissioners and providers and to implement subsequent recommendations

**behaviour and style**

Understanding of financial statements and budgets

IT literacy

Strong commitment to equality and diversity

Ability to listen to others and to provide decisive leadership when required

Being open to learning and development for self, staff, volunteers and Board

Having time and commitment to effectively discharge the responsibilities of the post

Strong, credible leadership style, with experience of leading, managing and delivering while demonstrating improvements for individuals or communities