



## **Healthwatch Oldham Board Member: Role Description**

### **What is Healthwatch Oldham?**

Healthwatch Oldham (HWO) was set up in 2012 as part of the Government's Health and Social Care Act. It carries out several statutory and discretionary functions designed to provide an independent consumer voice for local people using NHS and social care services in Oldham.

HWO gathers the views of local patients, service users and families in order to review the quality of health and social care services and shape the way services are designed and delivered. The services we cover range from GP practices, dentists, hospital-based services and pharmacies to social care services covering care homes, reablement and ongoing care where health funding is involved.

### **Role of the Healthwatch Oldham Board**

The Healthwatch Oldham Board is responsible for setting the strategic direction of the organisation, ensuring that the organisation delivers a high-quality service in line with its vision, aims, and values. The Board is also responsible for providing governance to ensure delivery of the contract, service specification, legislation and guidance from Department of Health and Healthwatch England.

As Healthwatch Oldham is part of the Action Together organisation it is also accountable to the Action Together Board of Trustees. The Healthwatch Oldham Board will have between 5 and 10 members. New members will be appointed by the existing Board based on a balanced mix of skills, knowledge, diversity, and experience needed to deliver its core contract and legal responsibilities. In addition, the Healthwatch Chair is also a Board member. The Chair is appointed through a process agreed by the Board. This is a voluntary role.

### **Commitment**

We anticipate the minimum time commitment will be approximately one day per month including Board meetings which will usually be held every two months. Additional time commitment through roles representing the interests of Healthwatch Oldham at partnership meetings and events is at the discretion and availability of the Board member.

Whilst the role is voluntary, reasonable expenses will be reimbursed in line with good practice in the community and voluntary sector.

## Role Description

The role of the Healthwatch Oldham Board members is to:

- Direct and monitor the Healthwatch Oldham work programme
- Promote Healthwatch and our role within the local community
- Be accountable for Healthwatch delivery and ensuring the service adheres to its purpose, acts in the best interest of the host organisation, manages resources appropriately, and complies with governing documents and the law
- Review the Healthwatch Oldham Strategy and Business plan and ensure compliance
- Engage with local people in Oldham, to understand the strategy for the delivery of health and care services
- Ensure the impact and outcomes of the work undertaken by Healthwatch Oldham are widely reported, including an Annual Report and Accounts, highlighting priorities and progress and key issues
- Have a clear understanding of the responsibilities as a Board member, and expectations as an individual member and collectively as a Board. This will include attending at least four (of six) Board meetings per annum
- Uphold the Healthwatch brand by adhering to Healthwatch values and behaviour whilst minimising and mitigating risks to delivery and reputation
- Prepare for Board meetings by reading the agenda, minutes and any other papers in advance of the meeting
- Attend meetings as a representative of the Healthwatch Board, acting as an ambassador and promoting its work throughout the community
- Follow appropriate standards of behaviour in line with an agreed code of conduct.

The Action Together Oldham Director and the Healthwatch Manager will support the Chair and Board members to meet these responsibilities some of which can only be achieved through an effective partnership between the two organisations.

## Person Specification

The following attributes are required of the Board (this is a collective requirement – individual Board members are not expected to demonstrate all of these):

### Experience

- Experience of organisations that operate for the benefit of communities
- Experience in working with public and/or community organisations
- Experience in building and developing successful partnerships, alliances and working relationships with a range of organisations and stakeholders
- Experience as a member of a management board, committee or senior management team
- Good judgment and independence of mind.

### Skills and Abilities

- Strong communication and interpersonal skills, able to liaise effectively with a wide range of stakeholders and audiences
- Ability to work collectively as part of a group
- Ability to engage in constructive debate and dialogue, rather than confrontation.

### Knowledge

- Understanding of health, social care and wellbeing policy issues
- Good understanding of, working with customer-focused organisations and a commitment to high standards of customer care
- Understanding of complaints processes.

### Personal behaviour and style

- Passionate about promoting better outcomes in health and social care for all
- Proactively demonstrates a strong commitment to equality and diversity
- A style that motivates people to work together and to deliver their best
- Open to learning and development, for self, staff and the Board
- Time and commitment to effectively discharge the responsibilities of the post.

### **Eligibility criteria**

In order to be considered for the role of Healthwatch Board member, you must be aged 18 or older and either:

- resident and/or working in Oldham; or
- knowledge of health or social care services in Oldham.

However, the following exceptions apply:

- People who are the subject of an undischarged bankruptcy restrictions order or interim order
- Anyone who has been dismissed from paid employment within the last 2 years due to misconduct (without being re-instated) where that dismissal has not been the subject of a finding of unfair dismissal by a tribunal or court
- Those who have had an earlier term of appointment terminated will not be eligible to re-join the board without first acquiring approval from the current board to reapply
- Anyone who is under a disqualification order under the Company Directors Disqualification Act 1986
- Anyone who has been removed from trusteeship of a charity within the last 5 years or is not currently eligible to be a trustee of a charity

- Someone who has been 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)
- Anyone whom the Healthwatch Board has judged as having failed to comply with the Healthwatch Oldham Code of Conduct and Conflict of Interests guidelines, unless this failure has been resolved to the Board's complete satisfaction
- Any Councillor who holds a position within Oldham Council
- Anyone who is not capable of managing their own affairs.

People who match one of the descriptions below may be eligible for election or appointment to the Board, however potential conflicts of interest will need to be carefully managed. Examples include but are not limited to and person that:

- Someone who is employed in a senior management capacity by the NHS, Oldham MBC or an organisation contracted to deliver health or social care services in Oldham.
- Anyone who is an NHS Non-Executive Director, company director or partner in an organisation providing health or social care services in Oldham.
- Anyone who is a lay member of a Clinical Commissioning Group or other organisation responsible for commissioning /procuring health and care services for Oldham residents.

DBS (criminal record) checks may be required for the Chair and Board members. Note that the Chair or any Board member may be dismissed if they fail to declare circumstances which make them ineligible to be on the Board and these subsequently come to light.