

Director

Role Description and Person Specification

The Role

To contribute to the development and delivery of the aims and objectives of Healthwatch Brighton and Hove in line with the requirements of the Department of Health, Healthwatch England, and Brighton and Hove City Council through clear governance, effective strategic planning, and good management.

Role description

Promoting good governance:

- Oversee governance of the organisation, working with the Chair and other members of the Board of Directors to:
 - Ensure compliance with the financial regulations, standing orders, delegated authorities and agreed codes of governance.
 - Understand their roles and responsibilities with appropriate arrangements for appraisal, training and development.
 - Commit to Healthwatch Brighton and Hove's approach to valuing diversity and equal opportunities through its service delivery and employment.
 - Regularly attend and contribute to Board of Directors meetings to ensure key issues are discussed in a timely manner and addressed with an agreed approach.
- Contribute to the performance of the Board of Directors:
 - The Board of Directors' business is conducted efficiently and effectively through a framework of delegation and systems of internal control that also enables the work of Healthwatch Brighton and Hove to be carried on effectively between meetings of the Board of Directors.
 - Implementation of frameworks for effective financial control and management of risk.

- Contribute to the effectiveness of the organisation using expertise, skills and experiences, either as a Board of Directors member in an appointed capacity, or to committees/work groups.
- Attend Board of Directors meetings, participating in other committees/groups where required, ensuring:
 - Meetings are conducted in a way in which all members are given the opportunity to express their views and that appropriate standards of behaviour are maintained in line with an agreed code of conduct.
 - Decisions are taken as delegated through the appropriate procedures.
 - Declaration of any relevant personal, professional or commercial interests in any matters being discussed by the Board of Directors.

Monitoring performance:

- Work together to strive for continuous improvement and to drive excellence for Healthwatch Brighton and Hove and health and social care services.
- Contribute to the scrutinising and reviewing performance and patient, service user, carer and wider community satisfaction.
- Identify, approve and oversee a range of projects through to evaluation of impact and publishing of reports.
- Assure the publishing of an Annual Report and Accounts each year, highlighting priorities, progress and key issues.

Maintaining good relationships with staff:

- Assist the Chair and CEO to build and maintain effective working relationships with the staff team and other organisations and to assist partnership approaches.
- Alongside the Chair, oversee and manage the work and priorities of the Chief Executive Officer.

Representing Healthwatch Brighton and Hove:

- Build and maintain good relationships with key stakeholders, including members of the public, patients, service users, carers, Healthwatch England, the Department of Health, Care Quality Commission, Brighton and

Hove City Council, NHS regulators, NHS funded providers, and Clinical Commissioning Groups.

- Act as an ambassador and representative for the organisation, upholding the reputation of Healthwatch Brighton and Hove and its values.
- Network and promote the achievements, purposes and benefits of Healthwatch Brighton and Hove.
- Ensure that Healthwatch Brighton and Hove is represented on the Health and Wellbeing Board and plays a proactive role in decisions relating to the Health and Wellbeing Strategy, planning, commissioning and delivery of health and social care.
- Debrief on meetings attended and identify impact of Healthwatch, supporting the 6-monthly and annual performance reports, and assisting with the provision of intelligence to inform future projects.

Requirements of Board of Directors Members:

- Board of Directors Meetings - Members of the Board are expected to attend majority of scheduled meetings of the Board of Directors (minimum of 3 a year).
- Working together - Members will be required to support the objectives and policies agreed by the Board, and to contribute to and share responsibility for the decisions of the Board of Directors. They will be expected to work constructively with other Members and staff of Healthwatch Brighton and Hove.
- Code of Conduct - Board of Director Members will be expected to abide fully with Healthwatch Brighton and Hove's code of conduct, to maintain high standards of probity and follow the Nolan principles of standards in public life.¹ They must also present a positive image of the Board of Directors and Healthwatch Brighton and Hove at external events.
- Training - Board of Directors Members are encouraged to identify personal training and development needs, and seek opportunities for development, attending training events as required.
- Specific training will be offered which is relevant to the role of the Healthwatch Brighton and Hove Board of Directors Members.

¹ For more details see: <https://www.gov.uk/government/publications/the-7-principles-of-public-life>

- There will be various sub-committee meetings of the Board of Directors, and working groups, that members may be required to participate in.
- Preparation time - Board of Directors members are required to allocate time for reading reports and preparing for Board of Directors Meetings (and where appropriate committee meetings and working groups)
- Other attendance - Board of Directors members may be requested to attend other events and associated meetings linked to supporting, developing or promoting Healthwatch Brighton and Hove and its objectives.
- Positions on the Board of Directors of Healthwatch Brighton and Hove are voluntary and unpaid, however reasonable expenses will be considered as outlined in an agreed remuneration policy.

Person Specification

We need people who are versatile and flexible and will complement the current Board membership. We currently meet bi-monthly but need people who have enough time to take up a support or lead role or portfolio between meetings. The following are illustrative of the skills, knowledge and experience you may bring, but are not prescriptive.

Skills

- A high level of communication skills, capable of playing an active role at meetings.
- Good interpersonal skills, including listening.
- Ability to communicate and engage with people in different capacities, e.g., from members of the public from different communities to commissioners.
- Ability to understand, inform and influence policy decisions.
- Strategic awareness with ability to problem-solve and plan for the future.
- Analytical skills and awareness, with the ability to understand and work with complex information.
- Ability to understand and work with complex change processes.
- Ability to motivate and achieve change through others.
- Ability to develop effective and sustainable working relationships.

- Ability to act on behalf of and represent others.

Knowledge

- Awareness of current health and social care issues and an understanding of the role of public engagement.
- Awareness of the expectations on people acting as representatives of the public.
- Good understanding of the duties and functions of Healthwatch.

Experience

- Working with different and complex organisations and using different forms of communication.
- Experience of conducting consultation or engagement activities.
- Strategic planning and strategic leadership.
- Experience of health and/or social care services, as a user, or as a carer of someone who has used services, or through previous employment and/or volunteering.
- Management experience within the field of health and social care.
- Managing budgets and/or financial management of an organisation.
- Experience of public representation, particularly in health and social care, acting as an advocate, or member of a representative group.
- Track record of working or volunteering in and/or with the community and voluntary sector of Brighton and Hove and an understanding of the environment it operates within.
- Involvement with project management and/or change programs.
- Experience of chairing and/or working as a member of a board or committee.
- Fundraising.
- Experience of communicating with or through the media.

Personal Qualities

- Enthusiasm for innovation and challenge.
- Flexible, adaptable, and open-minded.
- Belief and commitment to improve experiences of health and social care.
- Non-judgmental and respectful of diversity.
- Able to make informed and balanced judgements.
- Proactive.
- Supportive, offering constructive challenge

Eligibility

Applications will be considered from:

- Anyone who is over the age of 18 and lives in Brighton and Hove.
- Anyone who is registered with a Brighton and Hove General Practitioner (GP). (i.e., health and care services are commissioned by Brighton and Hove Clinical Commissioning Group)
- Representatives from Brighton and Hove independent engagement / advocacy organisations.

Exclusions

Applications from the following will not be considered:

- Providers of health or social care services and their employees, where these services are accessed by Brighton and Hove residents. (Note: representatives from Brighton and Hove independent engagement / advocacy organisations will not be excluded)
- Employees of organisations with a statutory role to commission health or social care services for people in Brighton and Hove.
- Brighton and Hove Councilors 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.
- Anyone who fails to comply with the Healthwatch Brighton and Hove Code of Conduct and Conflict of Interests policies.

Healthwatch Brighton and Hove is a Community Interest Company, with an asset lock. If any financial surplus is accrued, it is put back into the company and will not profit Directors. We are commissioned by the Local Authority and have a contract with them that currently lasts until April 2022.