



## Recruitment Process

To apply for this role, please complete the application form with a supporting statement (no longer than three sides of A4) setting out how you meet the requirements of the role to [steph.dunbar@healthwatchshropshire.co.uk](mailto:steph.dunbar@healthwatchshropshire.co.uk) or by post (clearly marked Confidential - Healthwatch Shropshire) to:

Steph Dunbar  
Secretary to the Board  
Healthwatch Shropshire  
4 The Creative Quarter  
Shrewsbury Business Park  
Shrewsbury  
SY2 6LG

Please note that the closing date for applications is

**12:00pm on Tuesday 24<sup>th</sup> July 2018**

No late applications will be accepted.

Interviews will take place on **Monday 30<sup>th</sup> July 2018**

**Please note that previous applicants for this post need not apply**

Dear Candidate

Thank you for expressing your interest in joining Healthwatch Shropshire as the Chief Officer. I hope that the information in this pack will give you a feel for the organisation, what we do and how we make a difference. You should find all the information you need here.

Set up under the Health and Social Care Act 2012 the local Healthwatch network works to give citizens a greater say in how the NHS is run. Healthwatch Shropshire's purpose is to be the recognised independent voice of the people of Shropshire in seeking to improve their experience of Health and Social Care services.

We are looking for a dynamic person with plenty of drive and energy, with leadership and management experience to become our new Chief Officer and build on the excellent reputation that Healthwatch Shropshire has established locally. We are looking for someone to share our passion for making Healthwatch in Shropshire the "consumer champion" for NHS, public health and social care services across Shropshire.

Working with the Board, you will be responsible for leading the future development and delivery of local Healthwatch services and the Independent Health Complaints Advocacy Service for Shropshire. You will work closely with the Board, in particular the chair and deputy chair and line manage other staff members, ensuring that the organisation works efficiently and performs effectively.

You may not have a background in health or social care but you would be expected to have some understanding of health and social care services. You will certainly be able to demonstrate that you have the knowledge, skills and experience to deliver exceptional results through effective networking and great teamwork.

If you want to help Healthwatch Shropshire to be the effective "voice of the people" in Shropshire and to play its part in shaping the future of health and social care services within the county, then we would like to hear from you.

Steph Dunbar  
Secretary to the Board  
Healthwatch Shropshire

## Guidelines on Completing your Application

These notes have been provided to help you with your application and it is very important that you read them before you complete the form.

In order to be able to make a fair comparison between candidates please note:

- All applicants are must use the form provided. **Please do not submit a CV. If you do so it will not be considered during the shortlisting process**
- Applications received after the closing date, for whatever reason, will not be considered. It is therefore in your interests to submit your application form in plenty of time. If sending by post please ensure you put sufficient postage on the envelope. A number of applicants for previous vacancies have had their applications rejected as insufficient postage has caused a delay in delivery. Please note that our premises have no access to a letterbox outside of normal office hours, and therefore deliveries by hand must be on Monday- Thursday, between 9.00 am and 5.00 pm.

In order to ensure that applicants for employment are assessed fairly against the needs of the post concerned, a scoring system will be used in order to select those applicants who will be invited for interview. Marks will be given according to how well your application meets our requirements and the candidates with the highest total scores are invited for interview. Shortlisting is undertaken by at least two people working independently, who consider only the information contained in each application form to decide which candidates to interview.

It is, therefore, particularly important that you fill out the application form carefully, as it may make the difference between being offered an interview or not. The following points are designed to help you in completing a good application form.

1. **Job Description and Person Specification:** You will find a Job Description and a Person Specification enclosed in your pack. The Job Description outlines the tasks you will be expected to deliver if you are successful; the Person Specification describes the personal qualities we are looking for to fill the post. Your application should, therefore, be based primarily on the Person Specification, using the job description to give examples where you used your skills and experience to undertake similar tasks in previous jobs.
2. **Consider yourself against those requirements:** You will need to show on the form evidence that you have those requirements. Think about each previous job you may have had and what it is about that job which is relevant to the job you are applying for. Include voluntary and part time work, as this may help uncover skills that you may have taken for granted but which could be relevant to the job applied for.
3. **Education/Training/Qualifications:** Please detail the information which is relevant to your application. It is not necessary to list every daylong training course you have attended. Please note that if you are shortlisted, you will be asked to supply evidence of your qualifications (such as original certificates) on the day of your interview.
4. **Do a rough draft of the application:** This will help you to organise the information and avoid mistakes.
5. **Declaration:** - if you submit your application by email and are shortlisted, you will be asked to sign your application form on the day of interview

6. **Data Protection:** Personal data obtained from applicants during the recruitment process will be held securely and will be used solely for the purposes of selection for the post advertised. Other than for the successful applicant, no personal data from the application form will be retained beyond six months from the date of interview, when it will be confidentially shredded or deleted if electronic.

### **What happens next?**

Short-listing will take place soon after the closing date, and as soon as possible after this, you will be informed as to whether or not you have been invited to interview. If you would need any special arrangements in order to attend for interview, please either include this on the form or attach a separate sheet if necessary.

All appointments are made subject to satisfactory references being received, an occupational health check and satisfactory completion of a probationary period.

## Job description

<b>Job Title:</b>	Chief Officer, Healthwatch Shropshire
<b>Hours per week:</b>	30
<b>Salary Scale:</b>	NJC bands 34 - 36 (£30,756 - 32,233), paid pro rata
<b>Accountable to:</b>	Board Members, line managed by the Chair of the Board
<b>Responsible for:</b>	Staff employed by Healthwatch Shropshire Volunteers IHCAS Advocates

### Job Purpose:

To manage Healthwatch Shropshire and in particular:

- Working closely with the Chair, to steer the Healthwatch Shropshire Board on the strategic development and overall direction of the organisation, to ensure that Healthwatch Shropshire achieves the aims, business objectives, and functions as outlined in the contract with the funding body
- To provide strong leadership and effective coordination and management of Healthwatch Shropshire staff and volunteers, leading on the delivery of agreed priority work plan areas in order to ensure that objectives and targets are achieved.
- To advocate proactively for Healthwatch Shropshire, its ethos and services to ensure the organisation has an active and influential role in the development of health and social care policies at all levels. To promote and enhance the work of the organisation generally and develop networks and partnerships as appropriate so that the views and priorities of Healthwatch Shropshire are represented at a national, regional and local level

### Key activities:

To work in co-operation with the Board and to be accountable to them for:

- Developing a forward work programme for approval by the Board which clearly sets out the organisation's vision and strategic positioning within the county
- Ensuring that the Board are made aware of their legal obligations under charity and company law
- Reporting on any management, finance and employment issues which arise
- Preparing an annual budget for board approval and prudently managing the organisation's resources within those budget guidelines according to statutory and legal requirements

- Attending meetings of the Board and providing regular, timely, accurate and reliable reports and briefing papers to assist and inform the decision making process. Follow up Healthwatch Shropshire issues with formal letters and meetings as required, and ensure that these issues are dealt with effectively and within time deadlines
- Assisting the Chair in the development of the Board, including the recruitment of new Board members. Encouraging and facilitating Board members to play an active role in the development of the organisation
- Being responsible to the Board for the recruitment, selection and induction of all staff within Healthwatch Shropshire and for their performance. Managing staff relations maintaining confidential personnel records
- Taking the overall responsibility for the implementation and delivery of the IHCAS, including recruitment of advocates
- Distilling and communicating key issues from Healthwatch Shropshire's intelligence.

**To provide strategic and operational leadership, management and co-ordination to the staff team by:**

- Developing forward work plans to ensure the strategic objectives are achieved. Ensuring each member of staff has clear objectives and a procedure for regular supervision, development review and appraisals.
- Creating an environment that motivates and inspires staff and volunteers to articulate and deliver the strategic objectives of Healthwatch Shropshire. Setting and encouraging high standards of performance, demonstrating a commitment to good practice and continual improvement in all areas of the organisation's operations.
- Providing clear communications about the aims, objectives and priorities of the organisation to all stakeholders. Developing effective consultation and communication channels to enable stakeholders and employees to contribute to the development of the organisation, and the delivery of its purpose, as appropriate.

**To manage, develop and monitor the organisation's resources in an efficient, effective and economic manner by:**

- Developing systems and procedures for effective planning to determine human, financial and other resources required to achieve the organisation's strategic objectives and to reconcile competing priorities.
- Identify and develop new business opportunities and services including the preparation of bids and tenders to secure funding for new initiatives
- Organising and developing the structure and resources of the organisation in such a way that it is responsive to any changes that may arise.

- Establishing monitoring, evaluation and reporting procedures to measure organisational performance and quality standards throughout its operations.

**To develop the profile of the organisation by:**

- Raising awareness of the organisation's work by creating and delivering a Healthwatch communications and marketing strategy with a corporate style in line with national guidelines for use of branding.
- Developing and sustaining proactive interaction and communication with the press and media, members of the public and stakeholders to ensure the work of the organisation is appropriately recognised, and promoted.
- Ensuring that the views of Shropshire people are effectively represented at national, regional and local level.
- Developing and maintaining a good working relationship with a diverse range of organisations in all sectors. Taking a leading role in joint ventures whenever appropriate.
- Building and developing the membership of Healthwatch Shropshire and encouraging members to become involved in the activities of the organisation.

**To keep up to date on health and social care issues through reading and research.**

**To identify own training needs, contribute to own development and attend training as required.**

Particular duties and responsibilities may vary from time to time without changing the general character of the duties or level of responsibility entailed. The post holder may therefore be required to pursue activities other than those specified above, within the remit of the post.



# Chief Officer, Healthwatch Shropshire

## Person Specification

Attributes	Essential	Desirable
<b>Education and training</b>	Degree level	Qualified in a health or Social care discipline Management qualification ECDL
<b>Experience</b>	Strategic and business planning  Significant experience of partnership working at a senior level  Developing working relationships with a wide range of partners  Organisational management, including finance, legal, and staff management.  Financial planning and budget management.	Marketing and Public Relations and confident use of social media.  Senior Management experience in a health/social care or related Charity sector  Track record of successful business development, securing funding and income to sustain and grow operations
<b>Skills</b>	Leadership with experience of delivering outcomes in a complex and evolving environment  Excellent presentation skills with well-developed networking skills that inspire trust, forward thinking and involvement.  Ability to communicate effectively with a diverse range of people and organisations,  Effective time management and ability to work under pressure with competing priorities.	
<b>Additional qualities</b>	Thorough understanding of the current challenges facing public services  Ability to work effectively in a multi-agency setting  Ability to think, plan and act strategically  Commitment to Equality and diversity	Knowledge and understanding of Shropshire  Knowledge and understanding of health and social care services  Awareness of current issues in the local health and social care economy

## **Main Conditions of Service**

<b>Starting salary</b>	NJC bands 34 - 36 (£30,756 - 32,233) per annum, pro rata
<b>Probationary period</b>	This post carries a probationary period of 6 months. Confirmation of employment will be subject to satisfactory performance during this period.
<b>Hours:</b>	30 hours per week (excluding lunch breaks); the offices are closed on Fridays.  This post will require the ability to be available for some 'out of hours' working within the contracted hours. No enhanced payment will be made for working such times. TOIL will be allowed for additional hours worked. No overtime will be payable except under exceptional circumstances.
<b>Holiday:</b>	Equivalent of 23 days per annum pro rata excluding bank holidays. The holiday year runs from April - March. Holiday entitlement for staff joining the organisation during the year will be calculated on a pro-rata basis per complete month worked.
<b>Pension:</b>	This post is pensionable. The post holder will be entitled to an employer's pension contribution of up to 5% of salary into the scheme, providing this is matched by at least the equivalent % of salary contribution by the employee.
<b>Place of work:</b>	Shrewsbury based in high quality office facilities on an accessible business park. This post will work throughout the County but is mainly desk based.
<b>Termination of Employment:</b>	One week's notice in writing on either side during the Probationary Period. Upon confirmation of appointment, three calendar months' notice in writing. By Healthwatch Shropshire, one week's notice of termination of your employment for each complete year worked with Healthwatch Shropshire
<b>Use of car for business purposes</b>	During the course of your work you will be required to travel away from your office base. When using your own car for such travel, you will be reimbursed as a casual car user at the current rate of forty five pence per mile. You are required to ensure that your car insurance covers you to use your vehicle for business purposes.

## Healthwatch Shropshire - FAQs

### Q. What is Local Healthwatch?

A. Local Healthwatch is a government initiative to help people to have their say about health and social care services; it is the local consumer champion for users of these services.

### Q. How is Healthwatch Shropshire set up?

A. The Health and Social Care Act 2012 has given Local Authorities a statutory duty to commission an effective and efficient local Healthwatch in their area. Healthwatch Shropshire is an independent Charitable Company with its own Board and staff. The contract for delivery is held by Healthwatch Shropshire with Shropshire Council.

Healthwatch Shropshire was successful in the recommissioning process for the provision of local Healthwatch services in Shropshire during the autumn/winter of 2017-18. The new contract started on 1<sup>st</sup> April 2018 and will run until 31<sup>st</sup> March 2021 with the possibility of a further extension to 31<sup>st</sup> March 2023.

### Q. How is Healthwatch Shropshire funded?

A. Funding is available for Healthwatch Shropshire from the Department of Health, who provide the money to Shropshire Council as a grant. The amount available to Healthwatch Shropshire is based on the number and demographics of the people living in Shropshire.

### Q. What does Healthwatch Shropshire do?

- A. Healthwatch Shropshire is the local Healthwatch organisation and it:
- provides information and signposting to the public about accessing health and social care services and choice in relation to aspects of those services
  - makes the views and experiences of people known to Healthwatch England helping it to carry out its role as national champion;
  - makes recommendations to Healthwatch England to advise the Care Quality Commission to carry out special reviews or investigations into areas of concern (or, if the circumstances justify it, go direct to the CQC with their recommendations, for example if urgent action is required by the CQC);
  - promotes and supports the involvement of people in the monitoring, commissioning and provision of local care services;
  - obtains the views of people about their needs for and experience of local care service and make those views known to those involved in the commissioning, provision and scrutiny of care services;
  - makes reports and make recommendations about how those services could or should be improved; and
  - signposts people to the NHS Independent Complaints Advocacy Service.

### Q. What is Enter & View?

A. Healthwatch Shropshire gathers information on people's experiences of health and social care and when it is appropriate for Healthwatch Shropshire to see and hear for itself how services are provided it has the power to visit a service. These visits are called Enter & View. Specially trained Authorised Representatives visit a service, make observations, collect people's opinions and produce a report that is published. Enter & View is an

opportunity for positive change and findings are shared with the provider of the service and also key other organisations.

**Q. What is Healthwatch England?**

**A.** Healthwatch England represents Local Healthwatch at a national level. It is a committee of the Care Quality Commission (CQC). It is responsible for setting standards and providing support and leadership to Local Healthwatch organisations. Local voices have an influence at a national level through Healthwatch England.

**Q. What is the Health and Wellbeing Board?**

**A.** Each Local Authority has a Health and Wellbeing Board covering health, public health and adult social care. The Board includes a Healthwatch Shropshire representative to ensure that feedback from patients and service users can influence and shape health and social care services.

**Q. What is Independent Complaints Advocacy Services (ICAS) and what is the relationship with Healthwatch?**

**A.** It is the responsibility of Local Authorities to decide how best to commission a local NHS Complaints Advocacy Service. Local Authorities decide whether this is provided directly by Local Healthwatch or by another organisation. In Shropshire this service is provided by Healthwatch Shropshire.

**Q. What is the Care Quality Commission (CQC)?**

**A.** the CQC is the regulator for health and social care providers in England. It makes sure that hospitals, care homes, dental and general practices and other care services in England provide people with safe, effective and high-quality care. The CQC works closely with Local Healthwatch and Healthwatch England to make sure that information is shared effectively.