

# Recruitment Pack

## Board members

Contact: Lynn Cawley, Chief Officer

Tel: 01743 342183

Email: [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk)

your  
**voice**

We are recruiting for new members of the Board of Healthwatch Shropshire. Volunteers of Healthwatch Shropshire may apply and may also nominate individuals (with their consent) to become Board Members.

Once you have read the attached information, we would love to hear how you might add something to the board - to do this, send us an outline of how you meet the role description to [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk) or by post (clearly marked Confidential) to:

Lynn Cawley  
Healthwatch Shropshire  
4 The Creative Quarter  
Shrewsbury Business Park  
Shrewsbury  
SY2 6LG

We are looking for Board members who have the skills and capabilities we need to ensure that Healthwatch Shropshire has strong governance in place and to take the organisation forward. This might come from a range of different experiences you have - professionally, through using the health system, or through volunteering.

**Please note that that these positions are voluntary and unpaid,  
but we don't expect anyone to be out of pocket for  
volunteering in any of our roles; we make sure that your  
expenses are covered.**



**Thank you** for expressing your interest in joining Healthwatch Shropshire as a Board Member.

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. If it raises any questions, or you can't find something you would like an answer to, get in touch.

Set up under the Health and Social Care Act 2012 the local Healthwatch network works to give people a greater say in how health and social care services are run in Shropshire. 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.

Are you interested in the quality of the Health and Social Care Services in Shropshire? Could you help us to further develop the "patient voice" in Shropshire?

Do you want to help shape present and future Health and Social Care Services in Shropshire?

Do you have existing experience of health & social care services as a user, an employee, a carer or could you represent a community or voluntary organisation that does?

Perhaps you have an interest in some, or all, of the above but you may also bring:

- Strategic financial experience to support a robust, financially sound Healthwatch
- HR experience to ensure we are a people focussed organisation which is proud of how it works with its staff and volunteers
- Strategic experience in a health environment which can help shape the direction of Healthwatch Shropshire
- A passion for empowerment and involvement which would help inform our engagement as widely as possible across the county

If you can offer any of the above, we would welcome an outline summary of your interests, skills and any experience you would bring to the role of Board member for Healthwatch Shropshire.

We look forward to hearing from you



Lynn Cawley  
Chief Officer

## **Background information**

### **What is Healthwatch?**

Healthwatch is your health and social care champion. We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We give people the opportunity to share their experiences of using health and social care services in England, and make sure that this valuable feedback reaches the powers that be and leads to positive change. We also help people to get the information and advice they need.

Healthwatch exists in two distinct forms – local Healthwatch, at local level, and Healthwatch England, at national level. 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**

- Healthwatch Shropshire is an independent charitable organisation, able to employ its own staff and involve volunteers. It keeps its own accounts and makes its annual report available to the public. To see our latest report go to:  
<https://www.healthwatchshropshire.co.uk/search/site/annual%20report>
- The aim of Healthwatch Shropshire is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided across the county.
- 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.

### **What does Healthwatch Shropshire do?**

- Healthwatch Shropshire has a role in promoting public health, health improvements and in tackling health inequalities.
- Healthwatch Shropshire obtains the views of people about their needs for and experience of local care services and make those views known to those involved in the commissioning, provision and scrutiny of care services.
- Healthwatch Shropshire makes reports and recommendations about how those services could or should be improved.
- Healthwatch Shropshire is able to alert Healthwatch England and the Care Quality Commission to concerns about specific care providers and issues across health and social care.
- Healthwatch Shropshire provides people with information about their choices and what to do when things go wrong including signposting people to the relevant provider, and providing support to individuals who want to complain about services

under our Independent Health Complaints Advocacy Service  
<https://www.healthwatchshropshire.co.uk/help-making-complaint>

- Healthwatch Shropshire provides, and signposts, people to information about local health and care services and how to access them.
- Healthwatch Shropshire also provides authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services.
- Healthwatch Shropshire works with NHS Shropshire Telford & Wrekin and Shropshire Council to make sure that services really are designed to meet the needs of people living in Shropshire.
- Healthwatch Shropshire aims to be inclusive and to reflect the diversity of the community it serves.

### **What is the Healthwatch Shropshire Board?**

The Board of Healthwatch Shropshire provide scrutiny and asks questions to ensure that the organisation is doing what it needs to, helping to shape the future direction of the organisation and will decide on local priorities and the work-plan of Healthwatch Shropshire. The current Board wishes to expand its membership and to include a range of additional skills and experience on the Board.

### **What sort of people are we looking for?**

In order to be eligible to be a Board member you must be

- registered with a GP Practice in Shropshire\*
- OR
- live or work in Shropshire\*

\*By "Shropshire" we mean the area covered by Shropshire Council.

As a potential Board Member, you will have an interest in health and / or social care. You will also have specific experience to bring which may be functional (e.g. IT, social media, safeguarding) or geographical (to ensure that we have a good representation across the county as a whole) or knowledge of a particular special interest group (e.g. disability, maternity services). We also aim for a balance across a range of demographics including the 'protected characteristics' (<https://www.gov.uk/discrimination-your-rights>) and to be as representative of Shropshire as possible.

### **What will being a Board Member mean for me?**

The minimum commitment is four board meetings per year plus a review day. Meetings take place during the working day, and last approximately 2.5 hours. We meet at our Shrewsbury Office in the Shrewsbury Business Park (we pay travel expenses) or online. There is also the opportunity to get involved with other voluntary opportunities and Board Committees. An induction programme and administrative support will help you understand the work that Healthwatch Shropshire is undertaking.

All successful volunteers appointed to the Board will be provided with support and any necessary training and resources to enable them to fully participate. We know that each volunteer will have different needs, we want you to have the best possible start to your board journey.

A role description outlining the role of a Board member is attached.

### **What happens next?**

Once you have submitted your outline to show how your skills and experience meet the role description, we will be in touch to organise an informal meeting (in person or over Teams) with the Chief Officer to discuss the work of Healthwatch Shropshire and the role of Board Members.

After this initial meeting, an application form will need to be completed. Applicants who demonstrate in their application the skills and experience we are looking for, will then be invited to attend a short individual interview with the Chair/Vice Chair (in person or over Teams).

**Role Description:** Board Member

**Accountable to:** The Chair and through them, to other members of the Board

**Purpose of the role:**

- To ensure that Healthwatch Shropshire complies with its governing document (the Articles of Association), charity law, company law and any other relevant legislation or regulations.
- To ensure that Healthwatch Shropshire pursues its objectives as defined in its governing document.
- To ensure that Healthwatch Shropshire applies its resources exclusively in pursuance of its objectives i.e. the charity must not spend money on activities which are not included in its objects, no matter how worthwhile or charitable those activities are.
- To contribute actively to the Board's role of giving strategic direction to Healthwatch Shropshire, setting overall policy, defining goals and setting targets and evaluating performance against agreed targets.
- To safeguard the good name and values of Healthwatch Shropshire.
- To ensure the financial stability of Healthwatch Shropshire.
- To protect and manage the property of the charity and to ensure the proper investment of Healthwatch Shropshire's funds.
- To appoint the Chief Officer and monitor his/her performance.
- In addition to the above statutory duties, each Board Member should use any specific knowledge or experiences he/she may have to help the Board reach sound decisions. This may involve scrutinising board papers, leading discussions, focussing on key issues, providing advice and guidance on new initiatives, or other issues in which the Board Member has special expertise.
- Declare any conflicts of interest.

### **Qualities and expertise required:**

#### General attributes:

- A commitment to Healthwatch Shropshire
- Willing and able to devote the necessary time and effort
- Strategic vision
- Sound, independent judgement
- Ability to think creatively
- Willingness to speak his or her mind
- An understanding and acceptance of the legal duties, responsibilities and liabilities of the trusteeship
- An ability to work effectively as a member of a team
- Commitment to Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership

#### Specific attributes:

- Confirmed eligibility to serve as a Trustee
- Willingness to adhere to follow Healthwatch Shropshire policies and procedures where they are applicable to Board Members
- A willingness to attend training if required to enable full participation as a Board Member.