Trustees

**Recruitment Pack**

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**Thank you for your interest**

Thank you for expressing an interest in joining Healthwatch Salford as a Trustee. I hope that the information in this pack will provide you with a good insight in to our organisation.

We are looking for Trustees with drive, energy and passion for empowering the people of Salford. You will be able to demonstrate that you have the skills, knowledge and abilities required to drive forward the organisation at Board level.

Healthwatch Salford is an organisation commissioned by Salford City Council. We are a company limited by guarantee and a registered charity.

Healthwatch Salford seeks to represent the diverse communities of people that use health & social care services. It provides intelligence – including evidence from local people’s views and experiences – to influence policy, planning, commissioning and delivery of those services. Locally, it provides signposting information to help people access and make choices about services, as well as, access to an independent complaints advocacy service to help people complain about NHS-funded services.

Healthwatch Salford aims to strengthen the collective voice of local people across both health and social care. Healthwatch Salford has a remit that is far reaching in being able to influence NHS, public health and social care in conjunction with a wide range of partners and stakeholders.

Establishing a successful Healthwatch, rooted in the community and responsive to their needs, will mean working differently. It will also mean working much more collaboratively so that Healthwatch Salford can operate as part of existing local community networks drawing on information, advice and local knowledge whilst adding value to.

We want to work with people who share our passion for maintaining Healthwatch as the independent “champion” for NHS, public health and social care services across the City. You will need the drive and energy along with the ability to play a leading role in managing the Healthwatch Salford.

If you feel that you have the skills to lead and manage this organisation to become an integral part of the community, representing the people of the city in shaping health and social care services that are high quality and fit for purpose, we would be delighted to hear from you.

Yours faithfully

**Alex Leach**

**Chief Officer**

**Healthwatch Salford**

**1. Background**

**Healthwatch Salford**

The NHS reforms in the White Paper Equity and Excellence: Liberating the NHS set out the government’s vision for the future of the NHS and its proposals for Healthwatch. It said that the NHS would *“be genuinely centred on patients and carers”* and *“give citizens a greater say in how the NHS is run”*. One of the main ways the government has attempted to do this is by creating a consumer champion – Healthwatch.

The government’s vision for Healthwatch was that it should be the independent consumer champion for the public - locally and nationally - to promote better outcomes in health for all. Healthwatch should be representative of diverse communities. It will provide intelligence including evidence from people’s views and experiences - to influence policy, planning, commissioning and delivery of health and social care services.

Locally, we provide information and advice to help people access and make choices about services as well as access independent complaints advocacy to support people if they need help to complain about NHS funded services. We aim to build public trust through being responsive and acting on concerns when things go wrong and operating effectively and efficiently. Healthwatch consists of Healthwatch England and Local Health Watch organisations across the country. Local Healthwatch will have a direct relationship and ongoing dialogue with Healthwatch England for advice and support and will be able to raise serious concerns with the Care Quality Commission.

The Healthwatch Salford Board plays a significant role in developing the strategy, direction, business management and legal governance of the organisation. It maintains strong working relationships with Salford City Council, Clinical Commissioning Group (CCG), NHS and the local Health and Wellbeing Board.

**2. The Role of the Board**

The Board’s significant role is to determine strategic direction and policies for the organisation; to establish and oversee control and risk management arrangements; to ensure that Healthwatch Salford achieves its aims and objectives. Key responsibilities for the Board include:

* **Promoting good governance**
  + Ensuring good governance of the organisation
  + Ensuring the performance of the organisation
  + Conduct regular Board meetings and participate in other groups/ committees as required

* **Focusing on performance**
  + Scrutinise and review performance and wider community satisfaction
  + Publishing annual reports and accounts
* **Maintaining good relationships with staff**
  + Ensuring the Board, staff and Chief Officer act in partnership
  + Ensure the appropriate management, support and challenge to the Chief Officer
  + Conduct annual appraisal of the performance of the Chief Officer and their remuneration

* **Representing Healthwatch Salford** 
  + Building good relationships with partner agencies and key stakeholders
  + Act as an Ambassador and Representative for the organisation
  + Network and promote the achievements of the organisation
  + Ensure representation on the Health and Wellbeing Board and that Healthwatch Salford is proactive in influencing policy, commissioning and delivery of health and social care.

**3. Recruitment Process**

Following receipt of applications, short-listing will take place and interviews will be held.

We will conduct post interview checks and may take up references before an appointment is formally made. Training and support will be provided for the successful candidates.

Please send application forms either by email to:

[info@healthwatchsalford.co.uk](mailto:info@healthwatchsalford.co.uk)

or by post to:

Alex Leach

Chief Officer

Healthwatch Salford

The Old Town Hall

5 Irwell Place

Eccles

M30 0FN

You may wish to submit a CV (maximum 2 A4 pages long) in addition to an application form. You can also email applications to the email address below. All information provided will be treated as confidential, and used only for the purposes of selection to be a Trustee.

If you have any questions about the appointment process, please contact [alex@healthwatchsalford.co.uk](mailto:alex@healthwatchsalford.co.uk) or call 0330 355 0300.

**4. Commitment**

We anticipate the time commitment will be approximately 1-2 days per month. Whilst the role is voluntary, reasonable expenses will be reimbursed in line with good practice in the community and voluntary sector.

All Healthwatch Salford Board members, including the Chair, will be Trustees of Healthwatch as a Community Interest Company limited by Guarantee having charitable status. They will have a responsibility for acting in line with all relevant statutory requirements.

**5. Trustee role and description**

**Role summary – main purpose of the position:**

To further the organisation’s mission, manage its business, and make sure that it fulfils its statutory duties. Also, as an individual fulfil the statutory duties of a Trustee.

**Main Duties:**

**Shape the organisation’s mission and strategic direction.**

* Shape and clarify Healthwatch Salford’s mission and vision.
* Participate in strategic and policy decision-making including choosing priorities & developing an annual work plan.

**Monitor and improve performance.**

* Oversee financial management; ensure appropriate risk management.
* Monitor performance and ensure accountability.
* Work together to support the objectives and policies agreed by the Board.
* Ensure the continuous improvement of board & organisation’s performance.

**Ensure appropriate governance and resources.**

* Ensure adequate financial and other appropriate resources are available.
* Ensure Healthwatch Salford works in an open and accountable way.
* Ensure Healthwatch Salford is accessible to and meets the needs of its diverse local communities.
* Attend meetings of the Board, forums, committees, and community activities etc. to ensure the organisation achieves its aims.
* Provide expertise, and access to people, for organisational needs.
* Build and enhance reputation of the organisation.
* Ensure Healthwatch Salford is managed efficiently, effectively and in line with its constitutional & statutory codes of conduct and best practice.

**Ensure accountability for activities to relevant parties.**

* Ensure accountability to Members, as appropriate.
* Ensure accountability to commissioners, as appropriate.
* Ensure accountability to service users etc., as appropriate.
* Ensure accountability to staff and volunteers, as appropriate.

**Make sure that the organisation fulfils its statutory duties.**

* Ensure that the organisation maintains full and accurate accounting records for each financial period.
* Ensure the organisation fulfils its statutory Healthwatch duties and responsibilities.
* Ensure the production of a Directors’ report and accounts for each financial year.
* Ensure that all statutory documents are prepared and filed with the appropriate regulatory body as and when required.
* Promote and ensure health and safety throughout the organisation.
* Promote and ensure equity and diversity across the organisation.

**Fulfil the statutory duties of a Trustee.**

* Act within powers.
* Promote the success of the organisation.
* Exercise independent judgment.
* Exercise reasonable care, skill and diligence.
* Avoid conflicts of interest.
* Not accept benefits from third parties.
* Declare any interest in an existing or proposed transaction or arrangement.

**General Expectations.**

* Work within the organisation’s mission and values.
* Contribute and share collective responsibility for agreed Board decisions.
* Contribute to organisational planning and development.
* Contribute to work/project groups, as appropriate.
* Work in accordance with all policies and procedures of the organisation.
* Work in accordance with all relevant legislation including the Nolan principles.
* Contribute to the organisation’s marketing and publicity.
* Identify and complete all learning & development, as required.
* Undertake any other duties appropriate to the role, as required.

6. **Trustee - Person Specification**

| **Requirements** | **Essential/ Desirable** | **Method of Assessment** |
| --- | --- | --- |
| 1. **Skills and competencies** |  |  |
| 1. Ability to exercise independent judgement. | E | A / I |
| 1. Ability to constructively challenge and to contribute to the development of strategy and policy. | E | A / I |
| 1. Ability to scrutinise the performance of management in meeting agreed goals, and to monitor the reporting of performance. | E | A / I |
| 1. Ability to analyse financial information, financial controls and risk management. | D | A / I |
| 1. Ability to ensure leadership and resources, especially the Chief Officer. | E | A / I |
| 1. Good written and verbal communication and active listening skills. | E | A / I |
| 1. Good information technology skills. | D | A / I |
| 1. **Knowledge** – *type and depth* |  |  |
| 1. Knowledge and awareness of the areas and communities with which the organisation works, and their key issues. | D | A / I |
| 1. Knowledge of health and happiness, health and social care, or community development. | D | A / I |
| 1. **Learning and development** – *type and depth* |  |  |
| 1. Discipline to follow learning, development or training through to completion. | E | A / I |
| 1. **Experience** *– quality and relevance* |  |  |
| 1. Broad and varied life experience. | E | A / I |
| 1. Experience of making significant or difficult decisions about an organisation. | D | A / I |
| 1. Significant experience of running a social enterprise or a commercial business. | D | A / I |
| 1. Experience of working effectively as a member of a high-level team. | D | A / I |
| 1. Experience of one or more of these key areas: business planning; community; finance; governance; creativity and innovation; law; marketing; organisational development; people and workforce; regeneration; service quality and delivery. | E | A / I |
| 1. **Personal qualities and circumstances** *– essential and directly relevant to post* |  |  |
| 1. Strong desire to make the world a happier and healthier place to live. | E | A / I |
| 1. Ability to act honestly, reasonably and with integrity. | E | A / I |
| 1. Trustees should have some knowledge of health and/or social care services. This could come from personal experience or a previous paid role. | E | A / I |
| 1. Passionate about promoting better outcomes in health & social care for all. | E | A / I |
| 1. Active commitment to equity and diversity. | E | A / I |
| 1. Time and commitment to effectively discharge the responsibilities of the post. | E | A / I |

1. **General Requirements**

**Board Meetings**

Board members are expected to attend all scheduled meetings of the Board. Board 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. They will be expected to work constructively with other Board members and staff of Healthwatch.

**Code of Conduct**

Board members will be expected to abide fully with Healthwatch Salford’s code of conduct and maintain high standards of probity in keeping with the Seven Principles of Public Life as defined by the Nolan Committee (Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership). Board members will also be expected to present a positive image of the Board and Healthwatch Salford at external events.

**Training**

Board 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 Salford Board members.

**Committee meetings and Working Groups**

There will be various Committee meetings of the Board from time to time, that Board members may be required to participate in, as well as periodic working groups.

**Preparation time**

All Board members will need to be able to allocate time for reading reports and preparing for Board Meetings (and where appropriate committee meetings and working groups).

**Other possible attendance**

All Board members will be expected to attend other; events, associated meetings e.g. attending conferences, Board away days, seminars and other Healthwatch related events, to increase their knowledge base and share good practice within Healthwatch Salford.

Healthwatch Salford Board positions are voluntary and unpaid but reasonable expenses may be considered. This is because some members may be in receipt of certain benefits, which may be threatened if a member receives money for being part of the Board

**8. Frequently Asked Questions**

For legal reasons some people are barred from being a Trustee/Director and these include:

* Anyone under the age of 16. There is no maximum age limit
* Anyone who has been convicted of an offence involving deception or dishonesty unless the conviction is spent
* Anyone who is an undischarged bankrupt, or is the subject of a bankruptcy restriction order or bankruptcy restriction undertaking
* Anyone who has made a composition arrangement with or granted a trust deed for, his or her creditors and has been discharged in respect of it
* Anyone who has previously been removed from trusteeship of a charity by the court or the Commissioners
* Anyone who is under a disqualification order under the Company Directors Disqualification Act 1986 or is the subject of a disqualification undertaking
* Anyone whom the Healthwatch Board has judged as failing to comply with the Healthwatch Salford Code of Conduct and Conflict of Interests guidelines, unless this failure has been resolved to the Board’s complete satisfaction.
* Any councillor who holds an executive position in Salford Council.
* Someone who is employed in a senior management capacity by the NHS, CCG, Salford Council.
* Anyone who is a lay member of a Clinical Commissioning Group procuring services for Salford residents.

You will be asked to sign a declaration relating to the above at the end of the application form. 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.

**Q. Do I need to have a Disclosure and Barring Service (DBS) check?**

A. Yes a DBS check will be required and paid for by the organisation.

**Q. What is the time commitment required for this position?**

A.The biggest commitment is likely to be attending the Board and Committee meetings which will eventually average 2 days per month for Non-Executive Director and Trustees but it is expected that there will be a greater time requirement in the development stage of the organisation.

**Q. Will I need to provide references?**

A. If successfully short listed, you will be expected to provide two satisfactory references.

**Q. Is this a paid position?**

A.No all the positions are voluntary, however reasonable out of pocket expenses may be claimed.

**Q. What training and support will I receive?**

A. An appropriate package of training and ongoing support will be provided in agreement between you and the organisation.

**Q. What personal liabilities will I have as a Chairperson and/or Trustee?**

A. As Healthwatch is a limited company (limited by guarantee), personal liability for Non-Executive Director and Trustees will be restricted to a maximum of one pound in the event that company should ever be wound up.

**Q. Where can I find out more about Healthwatch?**

You can find more information on the Healthwatch England website: <http://www.healthwatch.co.uk/> and the Healthwatch Salford website: <http://healthwatchsalford.co.uk>

**Application for Healthwatch Salford** **Non-Executive Director and Trustee** **roles**

This application form should be completed by referring to the role description and person specification and competencies for the roles.

Please type your answers into this word document, or alternatively print off and complete by hand. Please note there are word limits set as a guide for completing several of the questions.

You may wish to attach a CV (maximum of 2 sides of A4) with your application.

Application forms should be completed and returned to [info@healthwatchsalford.co.uk](mailto:info@healthwatchsalford.co.uk) or by post to:

Alex Leach

Chief Officer

Healthwatch Salford

The Old Town Hall5 Irwell Place

Eccles

M30 0FN

All information provided will be treated as confidential and used only for the purposes of selection to be a Board Member of Healthwatch Salford.

If you have any questions about filling in this application form or about the application process, please contact [info@healthwatchsalford.co.uk](mailto:info@healthwatchsalford.co.uk) or call 0330 355 0300.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Section 1: Personal Information** | | | | | | | |
| Title | Mr | Mrs | Miss | | Ms | Dr | Other |
| Surname |  | | | | | | |
| Forename(s) |  | | | | | | |
| Previous Surnames  (if any) |  | | | | | | |
| Home Address including postcode |  | | | | | | |
| Telephone Number | Home / Work |  | | | | | |
| Mobile |  | | | | | |
| Email Address |  | | | | | | |
| Educational or Vocational Qualifications that you have or are working towards (having lower qualification levels will not disadvantage you) | | | | | | | |
| Why do you want to become a Board member of Healthwatch Salford? (maximum 300 words). | | | | | | | |
| Please outline your professional, voluntary or personal experience that you think may be relevant (maximum 500 words). | | | | | | | |
| With reference to the person specification/competencies, please outline how you think that your skills make you suitable for this role (maximum 500 words). | | | | | | | |
| Please use this section to tell us anything else that you think is relevant and which is not included elsewhere on the application form (maximum 300 words). | | | | | | | |
| **Section 3: Personal circumstances** | | | | | | | |
| Do you consider yourself to have a disability? | | | | | | | |
| Yes | | | No | | | | |
| If yes, please tell us if there is any particular support that we can provide to help you to either apply for or carry out this role | | | | | | | |
| Do you have any caring duties? | | | | | | | |
| Yes | | | | No | | | |
| If yes, please tell us if there is any particular support that we can provide to help you to carry out this role | | | | | | | |
| **Section 4: Referees** | | | | | | | |
| Please give details of TWO referees and identify the capacity in which they are known to you.  **Please complete these details as fully as possible.**  **Referee 1 Referee 2**   |  |  |  |  | | --- | --- | --- | --- | | Name |  | Name |  | | Address |  | Address |  | |  |  |  |  | |  |  |  |  | | Postcode |  | Postcode |  | | Tel. No |  | Tel. No |  | | Email |  | Email |  | | Capacity Known |  | Capacity Known |  | | If shortlisted, may we approach *before* interview? | **Yes**  **No** | If shortlisted, may we approach *before* interview? | **Yes**  **No** | | | | | | | | |
| **Section 5: Good character and declaration** | | | | | | | |
| **Declaration**  Please read the following statement. If you wish to proceed with your application please sign and date this form.   * I have read and understand the information contained in the recruitment pack * The information supplied by me in this application is correct * If appointed, I am prepared to observe the relevant obligations and rules and act in good faith and in the interests of Healthwatch Salford * I understand that if offered this position my formal appointment will be confirmed subject to satisfactory outcomes from:   - An insolvency status check  - A disqualified director check  - A Disclosure and Barring Service (DBS) check  - References | | | | | | | |
| Signed | | | | | Date | | |

If you are attaching any additional sheets, please write your name at the top of each sheet, number them, and indicate below how many extra sheets are enclosed.

Number of extra sheets enclosed: ………………….