

Recruitment Pack

Chair of the board of Trustees

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The Healthwatch Salford staff team and some of our Trustees.



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December 2024



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Healthwatch Salford is a registered charity with the Charities Commission: registered charity number 1171170

An Introduction to Healthwatch Salford

Healthwatch Salford is your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. As an independent statutory body, we have the power to make sure NHS leaders and other decision-makers listen to feedback and improve standards of care for the people of Salford. We help people to have their say and get the information and advice they need.

The Healthwatch Salford structure is based on staff members supporting local people to design, manage and deliver our services. We depend on attracting, training and retaining local volunteers with diverse skills and backgrounds representative of the communities of Salford, who together can make an impact on the commissioning and delivery of health and social care services. Staff will focus on supporting local people to represent and act, rather than acting on their behalf. This includes involving local people in identifying the health and wellbeing issues that matter to them and working with the insight, energy and assets of the community to shape actions and activities in response.

Purpose of Healthwatch Salford

Healthwatch Salford's role is to:

1. Promote and support the involvement of local people in the commissioning, provision and scrutiny of local care services.
2. Enable local people to monitor the standard of provision of local care services and how services could be improved.
3. Obtain the views of local people regarding their needs for, and experiences of, local care services and make these views known.
4. Make reports and recommendations about how local care services could be improved.
5. Provide information about local health and social care services to the public.
6. Formulate views on the standard of provision and whether and how the local care services could be improved.
7. Make recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations.
8. Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.



Our vision

- A health and social care system that is accessible and equitable for everyone.

Our mission

- We will work as an independent agent of change working with everyone to ensure voices are heard in decision-making for health and social care.

Our values

- Inclusive - We start with people first. We work for everyone.
- Transparent - We are open, honest, and honest in everything we do.
- Be collaborative - We maintain a positive, forward-looking focus and work with others to get things done.
- Accountability - We take responsibility for our actions and stand by decisions.
- Making a difference - We work to a high standard, provide a quality service, keeping it simple.

Our objectives

1. Seeking the views of people on their experience of needing or using health, public health and social care services.
2. Seeking the views of people whose voice and views are seldom heard and reduce the multiple barriers that some people face in being heard, we will then use their views to bring about improvements.
3. Acting on what we hear to bring about improvements in the health and care policy and practice.
4. Healthwatch Salford is a strong and well-governed organisation that uses its resources for the greatest impact.



Some of our Trustee's.

From left to right: J Ahmed, Vice Chair of Healthwatch Salford, Nisa Khan – Trustee and Phil Morgan, Chair of Healthwatch Salford.

Foreword from our current Chair, Phil Morgan

Thank you for showing an interest in becoming Chair of Healthwatch Salford.

I've enjoyed nine interesting and rewarding years as Chair of Healthwatch Salford, and two years before that as a volunteer. I've decided to step down and support the transition to a new Chair to take us on the next stage of our journey.

I'm proud that Healthwatch Salford has a proven track record of acting as an independent consumer champion for health and social care, ensuring that the views of patients and the public are heard, including those that are seldom heard, and that services are improved. This involves the work of our excellent staff team, led by our Chief Officer Sam Cook. It also involves our wonderful team of volunteers, widening our scope to produce reports.

Our work involves working closely with our commissioners and local stakeholders. It has also meant an increasing emphasis on working with our sister Healthwatch across Greater Manchester.

So, what kind of person should consider applying?

You will need to show experience of good governance, building on our Quality Framework assurance, and leadership. This will involve working closely with our dedicated Board. You will also need to understand the working relationship between Chair and Chief Officer, able to offer support and guidance as well as monitoring performance. Together you will set the tone for our strategic role.

You will also need to work well with our many stakeholders, being an Ambassador for Healthwatch in various settings and speaking with authority about our work and role.

You will need to ensure that our finances are well run and anticipate our future sustainability.

Finally, you will need to be clear about your ability to meet the time commitment involved and keep yourself abreast of major developments in health and social care.

So, if you are interested and want to play a leading role in making a difference to the health and care of the people of Salford then please put in an application. I'm happy to talk to any prospective applicant in more detail about what is required.



Role Description

The role comes with an honorarium payment of £5400 pa

Time commitment is approx. 8 to 10 hours a month

Duties & Responsibilities

1. Governance

- To uphold the principles of good governance at all times.
- To commit to the values of Healthwatch.
- To ensure the Board operates in a transparent manner and is accountable.
- To observe the principles of equality, diversity, equity and inclusion.
- To abide by the constitution.

2. Leadership

- To lead Healthwatch Salford and its Board.
- To chair the Healthwatch Salford Board meetings efficiently, and effectively, and to facilitate the input of all Board members. Plan agenda with Chief Officer and agree minutes.
- To endeavour to ensure that the Board consists of suitably skilled, experienced and diverse members including interviewing prospective Board Members.
- To ensure that Board members have a good understanding of their roles and responsibilities.
- To encourage Board Members to specific lead roles to help achieve objectives.
- To ensure that learning and development opportunities for Board Members are identified.
- To lead the Board member appraisal process.
- To Chair and effectively manage the AGM, engaging and consulting with members as appropriate.
- To keep the Vice Chair informed of major developments.

3. Chief Officer

- To support and guide the Chief Officer.
- Monthly catch-up meetings, formal quarterly PDP reviews and an annual appraisal.
- Acting as an informal sounding board on staffing, and relations with stakeholders.

4. Ambassador (Salford)

- To represent Healthwatch at all appropriate meetings/forums including Salford Council contract meetings.
- To represent Healthwatch at meetings with major stakeholders.

5. Greater Manchester

- To attend the Healthwatch in Greater Manchester Chair meetings. To represent the interests of Healthwatch Salford and Salford residents at these meetings.
- To contribute to wider meetings at a Greater Manchester level. To report back on major developments and opportunities.

6. Strategic Direction

- To ensure that the Board shapes the organisation's strategic direction and achieves its contract objectives through the business planning process.

7. Financial Responsibility

- To ensure that Healthwatch conducts its business in a financially sound manner and puts the public funds allocated to it to appropriate use.

8. Learning and Development

- To continue to keep abreast of major health and care issues locally, regionally and nationally.

Person Specification

Skills

Strong communication and interpersonal skills, able to liaise effectively with a wide range of stakeholders and audiences at all levels.

Strategic thinking, able to analyse complex information, demonstrate clear analytical intellect and guide rational decision-making.

Support the values, ethos and objectives of Healthwatch Salford.

Substantial strategic experience.

Commitment to continuous learning.

Knowledge and experience

Leadership shown in range of circumstances.

Good understanding of health, social care and wellbeing policy issues/challenges facing the NHS and Local Authorities.

Able to demonstrate good awareness and understanding of the current environment in Salford and how local health, social care and wellbeing services are delivered.

Experience of, or good understanding of, working with customer focused organisations and a commitment to high standards of customer care.

Experience of volunteering, supporting volunteers and an understanding of the value and capacity that volunteers add to an organisation.

Strong strategic planning skills, able to develop vision and encourage others to contribute.

Able to provide appropriate challenge and support to the Healthwatch Chief Officer and Board; with a wider vision to raise standards across Salford.

Able to challenge health and social care providers and hold them to account on behalf of the public of Salford.

Skilled at bringing people together to generate a strong team spirit, able to work collaboratively, building consensus and encouraging decision making.

Knowledge and awareness of the VCSE sector in Salford and GM.

Personal behaviour and style

Passionate about promoting better outcomes in health and social care for all.

Proactively demonstrates strong commitment to equality, diversity, equity and inclusion.

Listens to others and provides decisive leadership when it is required.

Time and commitment to effectively discharge the responsibilities of the post.

IT literate with a willingness to use IT equipment.

Committed to the principles of integrity, transparency, accountability and respect for others in accordance with the Nolan principles.

Committed to working in an objective, non-judgemental manner.

Helpful to have a strong connection to Salford, preferably lives and/or works or receives health or social care in the city.

An enhanced DBS check will be required for the post holder.

How to apply

Please complete and send a copy of the enclosed application form, along with a copy of your CV to our Chief Officer, Sam Cook sam.cook@healthwatchsalford.co.uk by 9am, Tuesday 20th May 2025.

If you would like to have a conversation with our current Chair, Phil Morgan, before applying, please contact Sam Cook.

Shortlisting for this role will take place week commencing 19th May with outcomes notified the following week.

Interviews will take place via MS Teams in June – dates currently being finalised.



healthwatch

Salford

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