**Healthwatch Rotherham Strategic Advisory Board**

**Recruitment Pack**

**Who we are**

Healthwatch Rotherham is the independent health and social care champion and exists to ensure that people are at the heart of care. The Health and Social Care Act 2012 introduced the requirement for a Healthwatch organisation to be set up in every local authority area across England and in Rotherham, the Local Authority commissioned Citizens Advice Rotherham & District (CARD) to deliver this service. Each local Healthwatch is a key part of its local community and works in partnership with other organisations in its area. For Healthwatch Rotherham, this includes working with the Local Authority, the NHS, local hospital and voluntary organisations

**What we do**

Dedicated teams of staff and volunteers reach out across Rotherham to listen to what people like about local health and social care services, and what could be improved. These views are then shared with the decision-making organisations, so together a real difference can be made. Healthwatch Rotherham also has an important role in helping local people find the information and advice they need about health and social care services in their area.

**How we are set up**

The Local Authority commissioned Citizens Advice Rotherham & District (CARD) to deliver this service. The Healthwatch Strategic Advisory Board operates completely independent of any influence from CARD, but Healthwatch staff management and financial oversight is provided by CARD.

The Strategic Advisory Board members play a role in setting the strategic direction of Healthwatch Rotherham, ensuring that the Healthwatch Rotherham vision, aims and values are upheld. The Strategic Advisory Board helps to deliver an effective Healthwatch service in line with current legislation.

**Terms of reference**

The Healthwatch Rotherham Strategic Advisory Board will oversee the operation of Healthwatch Rotherham and provide advice and recommendations to the Trustees of Citizens Advice Rotherham to achieve the successful delivery of the local Healthwatch contract in Rotherham. It will be accountable to the Trustees of Citizens Advice Rotherham.

**Responsibilities**

The Strategic Advisory Board will work with the Healthwatch Rotherham Manager to:

* Establishing annual priorities for Healthwatch Rotherham in line with the SLA with RMBC from public engagement, developing work plans and timelines for confirmation by CARD
* Coordinating the activity of Healthwatch Rotherham, ensuring it is in alignment with the SLA agreement that CARD has with Rotherham Council
* Ensuring systems and processes are in place for the effective monitoring and evaluation of the agreed work plan
* Ensuring that agreed objectives and outcomes are achieved
* Contributing towards identifying and managing risks and maintaining and updating a Risk Register
* Assisting with communication relating to the Healthwatch service within the local community, in line with corporate guidelines
* Reviewing the quarterly progress report as well as regular updates for CARD, to demonstrate the SLA with RMBC is being met
* Developing community networks and partnerships by representing Healthwatch Rotherham at meetings of commissioners and service providers and other community events
* Working cooperatively with other members of the Healthwatch network and sharing best practice
* Attending and participating in planned Strategic Advisory Board meetings
* Having a clear understanding of the role of Healthwatch and working with other Healthwatch Strategic Advisory Board members and the Healthwatch staff team to plan, review, evaluate and oversee Healthwatch Rotherham
* Promoting Healthwatch and our role within the local community
* Upholding the Healthwatch brand by adhering to Healthwatch values and behaviour whilst minimising and mitigating risks to delivery and reputation
* Engaging with appropriate local people within Rotherham to understand the strategy for the delivery of health and care services
* Having a clear understanding of legal responsibilities as a Strategic Advisory Board member, expectations as an individual member and collectively as a board
* Keeping up to date with Strategic Advisory Board terms of reference and implementing this within your role.

**Membership**

The Strategic Advisory Board includes a Strategic Advisory Board Chair, the Healthwatch Rotherham Manager and 4-6 representatives from Rotherham.

Members are expected to provide adequate notice and send apologies if they are unable to attend Strategic Advisory Board meetings. A Strategic Advisory Board Member who does not attend 3 consecutive Healthwatch Rotherham Strategic Advisory Board meetings will cease to be a group member, unless there are extenuating reasons or circumstances.

**Attendance (non-voting)**

* Citizens Advice Rotherham representative
* Strategic Advisory Board Special Advisors
* Healthwatch Rotherham team member (minute taker)

**Decision making**

Agreement should be reached by consensus. However, when this cannot be achieved, a vote will be taken. The Chair will have a casting vote in case of a tie. Any Strategic Advisory Board Special Advisors may not vote.

**Quorum**

* Strategic Advisory Board Chair or deputy
* Healthwatch Rotherham Manager or representative
* 2 Strategic Advisory Board members

**Frequency**

Meetings will take place monthly in the first instance, then to be reviewed.

**Healthwatch Rotherham Strategic Advisory Board**

**Member Role Descriptions**

**Strategic Advisory Board members are expected to:**

* Sign up to and follow Healthwatch Rotherham Code of Conduct. Should any concerns be raised about the standards of conduct of a member of the group, the matter will be dealt with using the Citizens Advice Rotherham procedure’s
* Adhere to Citizens Advice Rotherham policies and procedures and follow the Nolan principles of public life
* Declare any relevant interests in matters under discussion. Conflicts of interest must be declared when taking up the role, and any meetings before business is discussed that may have a potential conflict of interest
* treat all information arising from Strategic Advisory Board meetings in strictest confidence
* Promote an ethos of openness and accountability
* Abide by and promote Healthwatch Rotherham’s commitment to equality and diversity
* Promote Healthwatch Rotherham and its role within the local community in a positive way
* Engage with appropriate local people within Rotherham, to understand the strategy for the delivery of health and social care services;
* Inform the Healthwatch Rotherham Manager if you are unable to keep a prior commitment or a Strategic Advisory Board meeting
* Keep up to date with developments at a local level relevant to their lead or specialist area, if they are assigned to lead on this. Strategic Advisory Board members are encouraged to take a lead or particular interest in an area of the Healthwatch Rotherham work programme
* To read all papers and reports in advance of any meeting authorised to attend
* To have access to an email account and the internet
* To take a collective responsibility for all decisions taken by the Strategic Advisory Board to ensure if approached for comment by the media, that the Healthwatch Rotherham Manager and Citizens Advice Rotherham Project Manager are immediately notified before any comment is made. (All contact with the media is subject to the approval of Citizens Advice Rotherham Chair and Chief Executive);
* To produce a report (using the approved template) following attendance at any meeting/event where authorised to represent Healthwatch Rotherham. The report should include for example, any details of changes to service provision, views and experiences of users of these services, etc. This should be sent to the Healthwatch Rotherham Manager within seven days
* Keep a record of out of pocket expenses and submit a monthly claim in line with the Expenses procedure;

**Strategic Advisory Board Chair**

In addition to the Strategic Advisory Board member’s role the Chair is expected to:

* Lead and work with the Strategic Advisory Board and Healthwatch Rotherham team in setting the strategic work plan and direction of Healthwatch Rotherham
* Chair all the Healthwatch Rotherham Strategic Advisory Board meetings
* Provide a strong leadership in developing a positive culture for the Strategic Advisory Board and ensure that this is reflected and replicated in the Steering Group’s behaviour and in the execution and delivery of all decisions
* Discuss key issues with the Strategic Advisory Board and the Healthwatch Rotherham team in a timely manner, providing appropriate information and advice when needed
* Link with the Citizens Advice Rotherham Board and Chief Executive to support the effective delivery of the Citizens Advice Rotherham Healthwatch model.

**Strategic Advisory Board Special Advisor**

Healthwatch Rotherham may wish to appoint volunteer Strategic Advisory Board Special Advisors to assist with its work by providing information and guidance on specific areas relating to the provision of health and social care in which the individual has expert experience or knowledge. Special Advisors are expected to follow member responsibilities but are not able to vote.

**Processes for Chair and Strategic Advisory Board member appointments**

**Healthwatch Rotherham Chair:**

* To be appointed where possible from within the local Strategic Advisory Board membership if there is interest, or a formal recruitment and selection process to be conducted if there is no interest.
* If there is interest from within the Strategic Advisory Board membership, then a vote will be taken on the candidate.
* If there is a majority decision for the proposed person, then the member will be appointed Chair.
* In this case a letter of recommendation will be sent to the Board of Citizens Advice Rotherham for final approval.
* If approved, then the new Chair will be given a written letter of approval by the Chair of Citizens Advice Rotherham and will shadow the outgoing chair.
* Healthwatch Rotherham Manager and Citizens Advice Rotherham Projects Manager will provide support to the new Chair during their induction.
* The position will be subject to a probationary period of 6 months. Following this period, a review will be carried out by the Citizens Advice Rotherham Chair. Following successful; review, the position will last for a term of no more than 3 years.

**Local Strategic Advisory Board members:**

* Members will be recruited by advertisement and/or by consideration of direct applications from volunteers or members of the public
* Applicants will be expected to complete an application form. A team made up from Healthwatch Rotherham staff and Chair of the Strategic Advisory Board will shortlist the applicants by comparing the contents of the application against the role descriptions and specifications
* Interviews will be held by a panel made up of Healthwatch Rotherham Strategic Advisory Board Chair , Healthwatch Rotherham Manager and a representative from Citizens Advice Rotherham
* The offer to join as a member of the Strategic Advisory Board will be for an initial 6-month probationary period. Reviews will be completed with the Chair of the Steering Group
* All Strategic Advisory Board members must attend an induction session. (It is recommended that all new members undertake a period of volunteering with Healthwatch Rotherham to enable a robust understanding of the role of Healthwatch Rotherham and the part volunteers play in supporting the work.) Other training courses will be arranged based on identified training needs.
* Appointment as a Strategic Advisory Board member after probation should be held for a maximum of 3 years. If a member applies to become the Strategic Advisory Board Chair, then the term will restart.

**Application and Selection**

If you are considering applying, you are welcome to contact the Healthwatch Rotherham Manager for an informal conversation to discuss what you might be able to bring to the role. Please read this recruitment pack in full before contacting the office. Email info@healthwatchrotherham.org.uk

Any applications will be shortlisted for interview by comparing the contents of the CV and personal statement against the role and experience requirements.

Citizens Advice Rotherham strives to be an equal opportunities organisation and is committed to diversity amongst its staff and its volunteers. We therefore encourage applications from all suitably experienced persons regardless of their race, sex, disability, religion/belief or sexual orientation. Applicants however must be over the age of 18.

**How to apply:**

Go to <https://healthwatchrotherham.org.uk/>

Download the volunteer description/person specification and volunteer application form and email the completed application form to careers@citizensadvicerotherham.org.uk.

Interviews will be held via Zoom.