

# Healthwatch Rochdale Board Recruitment Pack



104-106 Drake Street, Rochdale, OL16 1PQ  
Healthwatch Rochdale LTD. Registered Company Number: 08429721



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Thank you for expressing an interest in joining Healthwatch Rochdale as a non-executive director. I hope that the information in this pack will provide you with a good insight into our organisation.

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

Healthwatch Rochdale is an organisation commissioned by Rochdale Borough Council. We are a company limited by guarantee.

Healthwatch Rochdale 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 Rochdale aims to strengthen the collective voice of local people across both health and social care. Healthwatch Rochdale 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 Rochdale can operate as part of existing local community networks drawing on information, advice and local knowledge whilst adding value too.

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 Borough. You will need the drive and energy along with the ability to play a leading role in managing Healthwatch Rochdale.

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 Rochdale 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

**Kate Jones**

**CEO**

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## Background

### Healthwatch Rochdale

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 Healthwatch 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 Rochdale Board plays a significant role in developing the strategy, direction, business management and legal governance of the organisation. It maintains strong working relationships with Rochdale Borough Council, Heywood, Middleton & Rochdale Clinical Commissioning Group (CCG), NHS and the local Strategic Place Board.

## 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 Rochdale 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 subcommittee groups/ committees as required

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- **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 CEO act in partnership
  - Ensure the appropriate management, support and challenge to the CEO.
  - Conduct annual appraisal of the performance of the CEO and their remuneration.
- **Representing Healthwatch Rochdale**
  - 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 Rochdale is proactive in influencing policy, commissioning and delivery of health and social care.

## 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 to:

*Kate Jones*

*Healthwatch Rochdale*

*104-106 Drake Street*

*Rochdale*

*OL16 1PQ*

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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 director.

If you have any questions about the appointment process, please contact [info@healthwatchRochdale.org.uk](mailto:info@healthwatchRochdale.org.uk) or call 01706 249575

## Commitment

We anticipate the time commitment will be approximately 2-3 days per month. Whilst the role is voluntary, reasonable expenses will be reimbursed in line with Healthwatch Rochdale's current policies.

All Healthwatch Rochdale Board members, including the Chair, will be non-executive directors of Healthwatch as a company limited by guarantee. They will have a responsibility for acting in line with all relevant statutory requirements.

## Healthwatch Rochdale Non-Executive Chairperson Specification

### Role description for the Chair

#### Leadership role

The Chair will be the leader and spokesperson of the Healthwatch Rochdale Board and is expected to fully understand and represent Healthwatch Rochdale and its activities.

In particular this means:

- Contributing actively by:-
  1. giving firm strategic direction to the organisation
  2. determining mission and strategy
  3. setting overall policy
  4. setting and evaluating performance against agreed targets

Providing leadership to the board and ensuring that Board members fulfil their duties and responsibilities for the proper governance of Healthwatch.

- Acting as a spokesperson and figurehead, representing Healthwatch at various functions and outside events.

### Ensuring involvement and accountability

The Chair will have a responsibility to deliver accountability through:

- Ensuring that the Board, and Healthwatch generally, respond to the voices and views of key stakeholders.
- Ensuring that Healthwatch Rochdale fulfils its responsibility to help reduce health inequalities.
- Ensuring that there is a systematic, open and fair procedure for the recruitment of the Chief Executive, Board members and future Chairs
- Being accountable (with other board members) for the actions of the organisation

### Line Management of the Chief Executive on behalf of the Board

The Chair will have line management responsibility for the Chief Executive. This includes:

- Ensuring there are clear and open processes for the recruitment (and if necessary, dismissal) of the Chief Executive
- Setting and reviewing the remuneration package of the Chief Executive.
- Managing the performance of, supporting, and where appropriate, challenging the Chief Executive and ensuring clear expectations and targets
- Ensuring the opportunity for professional development

### Ensuring the effective management of the business

The Chair will have duties (shared with other board members) to ensure effective management of Healthwatch through:

- Safeguarding the good name and values of Healthwatch Rochdale
- Ensuring that Healthwatch Rochdale:
  - Complies with its articles of association.
  - Complies with company law and any other relevant legislation or regulations.
  - Ensuring that it pursues its objectives as defined in its governing document.
  - Ensuring the organisation applies its resources exclusively in pursuance of its objectives.
- Ensuring the effective and efficient administration of Healthwatch Rochdale
- Ensuring that Healthwatch Rochdale delivers on performance and efficiency targets agreed with the commissioning body, Rochdale Borough Council
- Where appropriate, work with Healthwatch England and the Care Quality Commission (CQC)
- Ensuring the financial stability of the organisation.
- Protecting and managing any property of Healthwatch Rochdale

### Efficient conduct of Board meetings

- The Chair will also have responsibility for ensuring the proper and efficient conduct of board meetings, including holding them in public, through:
- Chairing Board meetings effectively, seeking consensus, balancing the need for full debate on key questions with the expeditious despatch of business.
- Ensuring that board decisions are made in the best, long-term interests of the business.
- Ensuring that the board focuses on its governance role and does not drift into a management role.
- Encouraging all Board members to participate and to feel free to challenge constructively both the chair and the chief executive.
- Ensuring that decisions taken at meetings of the Board are implemented.
- Additionally, the Chair in conjunction with other Board members will make decisions on any matters that cannot be progressed without authorisation by the Board but cannot wait until the next Board meeting.

### Knowledge and experience

- Able to demonstrate good awareness and understanding of the current environment in Rochdale and how local health, and social care and wellbeing services are delivered.
- Good understanding of health, social care and wellbeing policy issues/challenges facing NHS and Local Authorities
- Good understanding of the Voluntary and Community Sector
- Leadership experience - of an organisation, department or team
- Experience of being a board member or chair
- Experience of high-level governance, including strategic planning, financial management, commissioning skills, risk management, performance management and business growth.
- Experience of, or good understanding of, working with member/customer focused organisations and a commitment to high standards of customer care
- Understanding and acceptance of the legal duties, responsibilities, and liabilities of being a Trustee
- Understanding of the role of Healthwatch locally and in relation to Healthwatch England, and the Care Quality Commission (CQC) and Rochdale Borough Council as commissioner.



## 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 integrity

Board members will be expected to abide fully with Healthwatch Rochdale's code of integrity 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 Rochdale 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 Rochdale Board members.

### Sub-committee meetings and Working Groups

There will be various sub-committee meetings of the Board on a monthly basis, 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 sub-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 Rochdale.

Healthwatch Rochdale 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.

## Frequently Asked Questions

For legal reasons some people are barred from being a 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 board membership 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 Rochdale 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 Rochdale Council.
- Someone who is employed in a senior management capacity by the CCG Rochdale Council
- Anyone who is a lay member of a Clinical Commissioning Group procuring services for Rochdale 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 sub-committee meetings which will eventually average 2 days per month for Non-Executive Director 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 Director?**

A. As Healthwatch is a limited company (limited by guarantee), personal liability for Non-Executive Director 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 Rochdale website:  
[www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk)

**Application for Healthwatch Rochdale Non-Executive Director role**

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@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk) or by post to:

Kate Jones

104-106 Drake Street

Rochdale

OL16 1PQ

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

If you have any questions about filling in this application form or about the application process, please contact [info@healthwatchrochdale.org.uk](mailto:info@healthwatchrochdale.org.uk) or call 01706 249 575

Application Form

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 Rochdale?  
(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

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Tel. No		Tel. No	
Email		Email	
Capacity Known		Capacity Known	
If shortlisted, may we approach before interview?	<b>Yes</b>	If shortlisted, may we approach before interview?	<b>Yes</b>
	<b>No</b>		<b>No</b>

**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 Rochdale
  
- 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
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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: .....

