

# Advisory Board Member Recruitment Pack 2024

Help influence Haringey's health and social care direction  
for the better and support your local community



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# Letter from the board

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Thank you for your interest in becoming an Advisory Board Member for Healthwatch Haringey.

Healthwatch Haringey is the independent 'people's champion' for health and social care in the London Borough of Haringey, and part of the wider national Healthwatch network. In Haringey, the Healthwatch contract is delivered by Public Voice CIC.

We actively seek out the views of the public and patients on all matters relating to health and social care, e.g., their experience in hospital, interim care, at the GP or dentist, and collate those together to produce impact statements and reports.

We use the evidence we gather to influence the way health and social care services are designed, delivered, and improved.

We have a statutory role, as set out in the Health and Social Care Act 2012, with powers to ask for information and visit places where health and care services are being provided. We therefore have a seat on Haringey's Health and Well-Being Board and must be consulted about key changes in local services.

We also have a great staff team who work hard to achieve the aims of Healthwatch Haringey, whose work is overseen by our Advisory Board.

While you might not have a background in health or social care, we are looking for people with local lived experience and knowledge, and a commitment to improving local healthcare and social care services. Could this be you?

You will ensure Healthwatch Haringey is well governed with robust policies and procedures in place, continue to establish and build constructive relationships with Healthwatch Haringey's key stakeholders and be a voice for your local community.

We welcome applications from anyone who lives or works or is registered with a GP in the London Borough of Haringey. We absolutely welcome and encourage applications from ALL sections of the community including those from minority ethnic communities, disabled people, every gender, every age group (over 18), and all socio-economic groups. You would be representing all Haringey residents, but it is essential to make sure every voice is heard.

Please see the role description on page 6 for more details and how to apply on page 9.

We look forward to receiving your application.

**The Public Voice Board of Directors**

# What is Healthwatch?

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Healthwatch Haringey is the independent champion for people who use health and social care services in the London Borough of Haringey. Healthwatch Haringey was set up as part of the Health and Social Care Act 2012, which placed a requirement on every Local Authority in England to have an independent Healthwatch. Healthwatch Haringey is a member of Haringey Council's Health and Well-Being Board.

Healthwatch Haringey has a Chair and non-executive Directors (Advisory Board Members), employs a Healthwatch Haringey Manager and full-time and part-time staff, and is supported by active volunteers.

The contract for Healthwatch Haringey is held by Public Voice CIC (see below). Public Voice has the statutory responsibility for the delivery of the contract. Healthwatch Haringey reports to the Public Voice Board.

## Statutory Duties: Aims and Objectives

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Healthwatch Haringey must undertake the following core activities: To lead the management and delivery of the statutory functions of a local Healthwatch, which consist of:

- Obtaining the views of people about their needs and experience of local health and social care services. Healthwatch Haringey makes these views known to those involved in the commissioning and scrutiny of care services.
- Making reports and recommendations about how those services could or should be improved.
- Promoting and supporting the involvement of people in the monitoring, commissioning and provision of local health and social care services.
- Providing information and advice to the public about accessing health and social care services and the options available to them.
- Making the views and experiences of people known to Healthwatch England, helping it to carry out its role as national champion.
- Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to carry out special reviews or investigations into areas of concern.

# About Public Voice

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Public Voice is a Community Interest Company (CIC) with a mission to improve neighbourhoods, the lives of the people who live in them and the public services they use.

Through our work, we ensure people in the community are heard and supported – bringing together diverse voices and including those who find themselves marginalised or are rarely reached by service providers. We take a user-centred, co-production approach to understanding individuals' and communities' needs, and translate that into meaningful insights for service providers in government, public health, and housing. The results are better outcomes for residents and service users, more effective and efficient services for providers, and stronger and healthier neighbourhoods.

We have delivered the statutory Healthwatch programme in Haringey since April 2013, leading in delivery to the Healthwatch England Quality Framework. You can find out more about us on [www.publicvoice.london](http://www.publicvoice.london) and [www.healthwatchharingey.org.uk](http://www.healthwatchharingey.org.uk)

# Role description

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## Role Title: Healthwatch Haringey Advisory Board Member

### Time Commitment, Remuneration and Tenure

Advisory Board Members will be expected to attend quarterly meetings (1.5 to 2 hours), with additional time committed for reading board papers/packs and keeping abreast of protocols and procedures, and local developments. Advisory Board Members may need to commit to more time if, by mutual agreement, they are allocated a specific specialism or task.

The role is unpaid, but reasonable expenses will be covered. The appointment to the Healthwatch Haringey Advisory Board shall be for a period of up to two years, which may be extended for a further period if appropriate.

### Eligibility

#### Applications will be considered from:

- Anyone over the age of 18, who lives, works, or is registered with a GP in the London Borough of Haringey.
- Those whose voices are less often heard from our many minoritised communities and from disabled people. We wish to have an Advisory Board which reflects the diversity of service users in our Borough. We will do our best to make our application process as inclusive and accessible as possible, including making reasonable adjustments during the recruitment process.

#### Applications from the following will not be considered:

- Providers of statutory health or social care services and their employees, where these services are accessed by Haringey residents, i.e., NHS Hospitals, Community Health Services, Social Workers.
- Employees, Clinical Commissioners and Lay Members of organisations with a statutory role to commission health or social care services for people in Haringey.
- Haringey Councillors or MPs.

### About the Advisory Board

The Healthwatch Haringey Advisory Board has a key role in ensuring that the voices of patients, service users and carers in Haringey are heard and represented and contribute to the positive development of health and social care provision in the Borough. Training, induction, and support will be provided.

## Key Advisory Board Member Responsibilities

- To work with the Chair and other Advisory Board members in setting Healthwatch policy, agreeing worthwhile targets and outcomes, and measuring how well the service is performing in achieving its aims.
- To work with the Healthwatch Manager and team and senior colleagues from Public Voice in a collaborative and constructive way to take forward the priorities identified.
- To regularly attend Advisory Board and other meetings and be collectively responsible for board decisions.
- Where appropriate to represent Healthwatch at meetings with the public and service commissioners and providers to ensure that the voices and experiences of patients and service users in Haringey are considered when plans are being made.
- To review and evaluate reports on local health and social care services so we can be sure the work of Healthwatch Haringey is based on sound evidence.
- To ensure that Healthwatch Haringey complies with its governing documents (Terms of Reference), and its own strategies and priorities.
- Monitoring whether Healthwatch Haringey meets Healthwatch England Quality Standards or other performance frameworks.
- To periodically review Healthwatch Haringey policies and procedures to ensure they remain robust and fit for purpose.
- To identify opportunities for income generation.

## Additional Roles

In addition to the above, Advisory Board members will be encouraged to take on one or more specific roles that enables them to contribute their particular skills, experience, and knowledge. These may include specialisms such as mental health, the needs of older people, or carers, or broader themes such as volunteer management, planning initiatives etc.

### Advisory Board members will be expected to:

- Have a good understanding of Haringey and the lived experience of patients and social care users.
- Demonstrate a passion for health-related issues and a concern for local health inequalities.
- Be abreast of developments in health and social care services and have an understanding of how decisions are made locally.
- Understand the aims, goals, services, policies, and procedures of Healthwatch Haringey.
- Serve Healthwatch Haringey as a whole, rather than just specific interest groups.
- Have a collaborative approach which upholds the spirit of joint-working and partnership.

- Regularly attend and participate in Advisory Board meetings and other associated activities.
- Bring their knowledge to identify priorities for Healthwatch Haringey and suggest potential areas of focus.
- Regularly suggest agenda items for Advisory Board meetings, to ensure that any relevant policy issues are addressed.
- Ask substantive questions while supporting majority decisions of the Advisory Board.
- Maintain the confidentiality of the Advisory Board's proceedings and executive sessions.
- Be willing to undertake assignments, or serve in leadership positions, when required.
- Be willing to speak on behalf of the Advisory Board, when required.
- Have good inter-personal skills.
- Have experience of committee work.
- Be an effective communicator.
- Maintain impartiality, objectivity, and independence.
- Comply with the seven principles of public life (The "Nolan Principles").
- Act in the best interests of Healthwatch Haringey at all times.
- Observe all Healthwatch Haringey policies, for example Equality and Diversity, Safeguarding, Declarations of Interest.
- Conduct oneself on the Advisory Board which upholds equity, personal integrity, fairness, and justice.
- Follow the Healthwatch Members' Code of Conduct.
- Avoid conflicts of interest, and to disclose, in a timely manner, any potential conflicts of interest to the Chair of the Advisory Board.
- Avoid asking for any special favours, concessions, or indulgences from staff, without prior consultation with the Chair of the Advisory Board.
- Seek counsel with the Chair of the Advisory Board when required.
- Never accept or offer favours or gifts from or to any of Healthwatch Haringey's partners.



# How to apply and deadline for applications

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If you are interested in applying for this role, an informal discussion with Paul Addae (Healthwatch Haringey Manager) can be arranged. To arrange this please contact Lva Simms (Public Voice HR Manager) on [lva.simms@publicvoice.london](mailto:lva.simms@publicvoice.london) or call 020 3196 1900.

To apply for the role, email [info@publicvoice.london](mailto:info@publicvoice.london) with the subject line: **APPLICATION for Healthwatch Haringey ADVISORY BOARD MEMBER**, attaching a covering letter addressed to The Public Voice Board of Directors, addressing your eligibility, any special needs, why you are interested in this role and what you think you can bring to the role, and anything else you feel relevant. Maximum two sides of A4, minimum font size 11. If you have a short CV, then please do attach it too, although again no longer than two sides of A4.

**Deadline for applications: Friday, 24th May 2024, 5pm.**

**Please Note: Interviews scheduled: week commencing 3rd June 2024.**

## Equality, diversity, and inclusion

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Public Voice is an equal opportunities employer and an anti-discrimination, pro-diversity and inclusion organisation.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness, and diversity a fundamental part of all our activities.

We want to make sure that everyone is treated fairly and with dignity and respect by challenging discrimination and removing barriers. We recognise the benefits of different values, abilities, and perspectives, and celebrating people's differences. This means promoting an environment that welcomes and values diverse backgrounds, thinking, skills and experience.

We positively welcome applications from candidates from Black, Asian, and Minority Ethnic groups and also welcome applications from disabled candidates.

We celebrate the diversity within our staff team who are representative of the diversity in our local communities and continually strive to provide equal access to all.



## Contact us



Telephone: 020 8888 0579



Email: [info@healthwatchharingey.org.uk](mailto:info@healthwatchharingey.org.uk)



Visit us: [www.healthwatchharingey.org.uk](http://www.healthwatchharingey.org.uk)



Follow us on Twitter: [@HWHaringey](https://twitter.com/HWHaringey)



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