

Healthwatch Manager

We are looking for an experienced and skilled person to take up this exciting and challenging role, leading the Healthwatch team.

Working closely with a small staff team, and our committed volunteers, you'll help Healthwatch Bradford to make positive change in local health and care.

You'll ensure that we meet our statutory obligations, work effectively with stakeholders, and deliver excellent engagement with local communities.

Our vision

We believe that by listening to local people, understanding their experiences, and involving them in decisions, health and social care can be better for everyone.

We strive for equal access, outcomes, and treatment for everyone using health and social care services in our district.

By helping people find the information they need, and connecting them to advice or support, we help people make positive choices and have healthier lives.

All of our work is informed by our values:

Inclusive
Influential
Independent
Credible
Collaborative

You can read more about the organisation and our work at www.healthwatchbradford.co.uk

Our current and previous Annual Reports provide a good overview of what we do and how we've made an impact in Bradford District.

About the organisation

Healthwatch Bradford and District is here to make sure local people get the best from health and social care services.

We listen to people's experiences of health and social care services today, and we give them a voice on how they are designed for the future.

We're a small, independent organisation - with a big job to do. We work across the whole district, covering all publicly funded health and social care services.

Everything we say and do is informed by our connections to the people and communities of Bradford District.

Healthwatch Bradford and District has strong relationships with decision makers in health and care; we know they take us seriously, value our independent insight, and act on what we say.

Healthwatch has been established in every local authority area in England since April 2013, and our functions are established by statutory guidance:

- help people find the information they need to make choices and get the most from health and social care services;
- listen to people's views about their needs or experiences, and make sure these views are heard by those setting up and delivering services;
- get local people involved in how health and social care services are planned and provided, leading to improvements for all;
- produce reports and recommendations which influence the way services are designed and delivered at both a local and national level.

The contract to deliver Healthwatch in Bradford District is held by Community Action Bradford and District, until 2019 with the possibility of extension.

HOW TO APPLY

Please complete the application form and equal opportunities form, as fully as you can, and in relation to the information requested and addressing the requirements of the post.

For more information or an informal discussion about the post, ring Victoria Simmons, Healthwatch Manager on 01535 665258 or email Victoria@healthwatchbradford.co.uk

Closing date for applications is 10am on 29th September 2017

If you have not heard anything by the end of Monday 2nd October, please assume you have not been selected for an interview.

Interviews to be held on 4th October 2017 in Keighley

Please return completed applications to: cherylc@cabad.org.uk or by post to -Healthwatch Bradford and District, Central Hall, Alice Street, Keighley BD21 3JD and marked "Healthwatch Manager Recruitment".

We look forward to hearing from you.

JOB DESCRIPTION

Job Title:	Manager, Healthwatch Bradford and District
Responsible to:	Community Action Bradford & District Chief Officer
Responsible for:	Healthwatch Team of 6 staff, occasional freelance staff, volunteers, work-placements, plus budget and resources
Salary:	£32,000 + pension contribution
Hours:	Full time - 35 hours/week
Holidays:	36 days (including bank holidays)
Special conditions:	Our main office base is at Central Hall, Alice Street, Keighley BD21 3JD but the role involves travel throughout the Bradford District and sometimes regionally/nationally. Flexible, occasional evening/weekend working may be required.

KEY PURPOSES OF THE POST

- Provide strategic support, leadership and management, including planning and delivery of engagement activities.
- Ensure Healthwatch is accountable to the public.
- Ensure Healthwatch works with a wide range of stakeholders.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure that the work of Local Healthwatch conforms to all required principles, objectives and statutory obligations, and meets contract requirements between KIVCA and the City of Bradford Metropolitan District Council;
- Provide insight, guidance, leadership and support to others involved in Healthwatch;
- Develop closer working relationships and collaboration with the local voluntary and community sector and work in partnership as appropriate;
- Ensure that public information and signposting services relating to health and social care services are accessible to all in our diverse communities using a variety of formats and media and in line with national best practice;
- Lead, facilitate and implement work plans for Healthwatch, in conjunction with the Healthwatch governance structure and board;
- Work with and support the independent Chair of Healthwatch Bradford and District and the Board, involving and informing them as appropriate to

secure good governance to Healthwatch in line with the governing documents;

- Build the organisation by securing additional external income and contracts with external organisations such as the Clinical Commissioning Groups or NHS England or secure grant income as appropriate;
- In conjunction with CAB&D Plan long term for the sustainability of Healthwatch Bradford and continue to build the reputation and impact of the organisation.

STRATEGIC RESPONSIBILITIES

- Lead and manage Healthwatch Bradford and District to deliver all functions and achieve the five outcomes set out in the contract with the City of Bradford Metropolitan Council;
- Initiate and maintain good working relationships with commissioners, key health and social care providers, scrutiny committees, formal partnerships and boards, (for example Healthwatch's statutory position on the Health and Wellbeing Board).
- Ensure strategic plans and priorities have a particular emphasis on reaching the 'seldom heard' and those who experience inequalities in health and access to services;
- Work closely with stakeholders (external and internal) to ensure that Healthwatch creates and promotes an assertive and credible presence and influence - locally, regionally and nationally;
- Develop a positive and constructive working relationship with Healthwatch England, the Care Quality Commission and other national bodies;
- Work collaboratively and strategically with other nearby local Healthwatch organisations, for example across the West Yorkshire footprint;

MANAGEMENT RESPONSIBILITIES

Human resources

- Recruit, induct, support and line manage team of paid staff, using KIVCA employment policies and procedures;
- Build and maintain a strong, effective and motivated team;
- Create personal and team work plans that contribute to the required outcomes of Healthwatch;
- Report issues to CAB&D CEO as required.

Finances

- Work with KIVCA CEO and finance staff Oversee budget design, carry out financial monitoring and reporting to comply with all requirements, including producing accurate reports and spreadsheets, budget forecasts and proposals;
- Identify and secure new income streams and scope for expanding the work of Healthwatch through contracts and grants;

Communications and information management

- Oversight of internal and external communications, working closely with KIVCA and Healthwatch Board and stakeholders
- Ensure that the Healthwatch team is delivering to an agreed communications strategy and policies;
- Ensure that the Healthwatch team has reliable and accurate information systems that can provide the team and the public with information about health and social care services in the district, both on-line and directly to people contacting Healthwatch;
- Manage the operation and use of internal databases and systems.
- Ensure that all those involved in Healthwatch activities are complying with communication and information management policies and procedures including Data Protection;
- Produce or oversee the production of presentations and reports to a wide range of people, organisations, strategic partnerships;
- Ensure that reports to CBMDC, NHS, Healthwatch England, Care Quality Commission and others are accurate, timely and of the highest standard.

Contract management

- Arrange and prepare for review meetings with CBMDC contract manager, and the CEO of KIVCA;
- Take responsibility for ensuring the contract requirements are fully met, working closely with the KIVCA CEO;
- Inform and report to KIVCA board of Trustees to enable them to discharge their responsibilities as formal contract holders for Healthwatch.

GENERAL REQUIREMENTS

- Regularly read relevant journals and undertake such personal training as may be required to keep up to date and fulfil the professional requirements identified for this job description.
- Attend regular supervision sessions and staff meetings.
- To comply with all organisational policies and procedures.
- To undertake any other duties as prescribed by and agreed with your Line Manager/Chief Executive Officer.
- Ensure support to groups/individuals that experience disadvantage and/or discrimination.
- To work in line with our Code of Conduct and to maintain good relationships both internally and externally.
- To have a collaborative and flexible approach to work.
- To work in accordance with CAB&D's and Healthwatch's Aims, Objectives and Values.
- To promote CAB&D and Healthwatch with all stakeholders during the duties of your work.

EQUAL OPPORTUNITIES

CAB&D is committed to equal opportunities, anti-discrimination and anti-oppressive policy and practice. No one we have contact with may be discriminated against either directly or indirectly on the grounds of gender, race, nationality, ethnicity, religion, marital status, sexual orientation, age or impairment. This policy applies to job applicants, employees, volunteers and service users.

NOTES

All jobs are subject to change from time to time and this job description will be reviewed regularly.

The job description is a guide to the work that you will be required to undertake and represents a range of responsibilities in line with the grade for the post.

This post is subject to a 3-6 month probationary period.

Person Specification

Requirement	Essential	Desirable	How Assessed
Education & training	<ul style="list-style-type: none"> • Educated to degree level • Evidence of ongoing personal development and training 	<ul style="list-style-type: none"> • Project management qualification 	Application form
Relevant Experience	<p>Able to demonstrate a successful track record in:</p> <ul style="list-style-type: none"> • Strategic planning, monitoring and evaluation • Project management • Managing, developing and motivating staff • Budget management • Analysis of quantitative and qualitative data and reporting findings • Effective partnership work with a range of stakeholders • Working with diverse communities and tackling discrimination and inequality • Effective working with senior managers in public sector bodies • Experience of managing information systems, databases 	<ul style="list-style-type: none"> • Strategic partnership work in health and social care • Experience of governance structures and supporting committees • Experience of social media • Income generation and sustainability 	Application form Interview
Relevant Skills	<ul style="list-style-type: none"> • Able to produce high quality plans, reports, presentations etc. • Effective facilitation and negotiation skills • Excellent communication skills with a wide range of people and organisations, including making public presentations • Able to interpret complex information • Confident/competent use of IT 		Interview Presentation
Knowledge	<ul style="list-style-type: none"> • Understanding of health and social care policy and structures and the role of public involvement • A good understanding of the needs and challenges of seldom heard communities 	<ul style="list-style-type: none"> • Knowledge of best practice in community engagement, analysis and reporting • Bradford District - profile and demographics • Knowledge about sources of information and advice on health and social care services 	Application form Interview

Requirement	Essential	Desirable	How Assessed
Personal attributes and motivation	<ul style="list-style-type: none"> • Supportive of the aims of Healthwatch and motivated to deliver objectives • Able to initiate projects and ensure effective delivery • Ability to motivate and inspire • Excellent written and verbal communication skills • Excellent organisational skills • Able to form and maintain good working relationships and relate well to a wide range of people and agencies • Flexible, open to working independently and as part of a team • Willing to seek and accept support and guidance and undertake further training • Able to work outside normal office hours and travel easily throughout Bradford District with occasional meetings elsewhere 	<ul style="list-style-type: none"> • Use of own car for work purposes and full/clean licence • Understanding and appreciation of the role of volunteers working alongside professionals. 	Application Form Interview

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