

Chief Officer
Healthwatch Dudley
Application pack





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Dear Applicant

Thank you for your interest in the post of **Chief Officer for Healthwatch Dudley**.

Dudley Council for Voluntary Service (Dudley CVS) is delighted to hold the contract to deliver Healthwatch Dudley, the champion for health and care services in Dudley borough.

From April 2013, Healthwatch Dudley has been the influential and effective voice for local people and a key stakeholder in the local health and care system.

Dudley borough boasts a diverse community with a wide variety of health issues. This independent service provides meaningful opportunities for local people to influence how health and care services are provided.

We are now looking for a talented, knowledgeable and experienced person to take over from our existing Chief Officer, **in an interim capacity**, leading the team until end of March 2020.

The deadline for expressions of interest is: 5pm, 15th August 2019

37 hours per week - salary scale: circa £36,000 (pro rata 6 months contract).

Job share, part time and secondment opportunities would be considered.

Fixed term initially until 31st March 2020

If you wish to have an informal discussion about this opportunity, please contact Andy Gray on 01384573381.

We look forward to hearing from you.

Yours sincerely

Andy Gray

Chief Executive

Dudley CVS

What is Healthwatch?

The Health and Social Care Act 2012 made way for a new champion and Healthwatch was launched in April 2013.

The service operates on two levels, nationally through Healthwatch England and regionally through 148 local Healthwatch organisations.

Healthwatch gives people a stronger voice to influence and challenge how health and care services are commissioned and delivered in their areas.

For more information about Healthwatch England, visit www.healthwatch.co.uk.

Healthwatch in Dudley Borough

Dudley Council has responsibility for commissioning the local Healthwatch service and awarded the contract to deliver Healthwatch to Dudley CVS.

We have a dedicated team of staff and volunteers that support Healthwatch Dudley in ensuring the voices of local people are heard and listened to by commissioners and providers of health and care.

Healthwatch Dudley operates independently of Dudley CVS and has its own board that is made up of voluntary and community sector representatives, members of the public and people who access health and care services in Dudley borough.

About Dudley CVS

Dudley Council for Voluntary Service represents and supports voluntary and community sector organisations, groups and their volunteers within Dudley borough.

It provides networking and training opportunities to facilitate the sharing of knowledge, improved planning and enhanced fundraising activity to build a stronger and more resilient voluntary sector.

Dudley CVS is a Registered Charity (No. 517766) and a Company Limited by Guarantee in England and Wales (No. 1998105).

Job Description

Job Title:	Chief Officer Healthwatch Dudley
Employer:	Dudley CVS
Responsible to:	Dudley CVS Chief Officer, Healthwatch Dudley Chair and CVS Board
Responsible for:	Team of Healthwatch staff and volunteers
Hours of work:	37 hours/week including evening and occasional weekends (Job share, part time and secondment opportunities would be considered)
Salary:	Salary scale: circa £36,000 + pension contribution (pro rata 6 month contract)
Travel expenses:	Paid at equivalent NJC casual user rates
Holidays:	25 (plus bank holidays) pro rata
Contract period	Initially until 31st March 2020
Location:	Based across two Healthwatch Dudley Hubs in Dudley borough. Travel throughout the Borough is an essential part of this role.

Main job purpose

- To provide strategic support, leadership and management to deliver a trusted, inclusive, collaborative, challenging and influential local Healthwatch.
- To ensure that the work of Healthwatch Dudley conforms to all required principles, objectives and statutory obligations, and meets contract requirements between Dudley CVS and Dudley Council.

Main duties and responsibilities

Strategic

1. To be responsible for day-to-day staff leadership, management and administration of Healthwatch Dudley with Board guidance.
2. Plan long term for the sustainability of Healthwatch Dudley, developing funding strategies and lead the submission of applications for funding and tendering opportunities as required.
3. Support the Healthwatch Dudley team and volunteers to engage with local people, particularly the lesser heard, so they can have a strong voice in influencing their health and care.
4. Represent Healthwatch Dudley at relevant strategic planning and operations meetings to include Health and Wellbeing Board, Dudley Clinical Commissioning Group Board, Children and Young People's Alliance, Adults Alliance and Dudley Adult Safeguarding Board.
5. To support the Chair and Board on all issues, including leadership, development, governance and strategic planning for Healthwatch Dudley to enable it to fulfil its statutory responsibilities, as contracted by Dudley Council.
6. Maintain collaborative relationships with statutory partners, key health and social care providers, local voluntary organisations, community and faith groups, social/micro enterprises and national bodies, to ensure that Healthwatch Dudley continues to be an assertive credible presence locally, regionally and nationally.

Financial management

7. Oversee budget, monitoring and accurate reporting.
8. Identify new income streams and scope for expanding the work of Healthwatch Dudley.

Operations management

9. Build a strong, effective and motivated team with personal and team work plans and objectives.

10. Contribute to Dudley CVS's leadership team and operational activity as appropriate to the work of Healthwatch to ensure genuine added value for Healthwatch Dudley.

Information Management

11. Support partners and team to ensure that appropriate systems to signpost people to health and care services, information and guidance are in place.
12. Ensure that the Healthwatch Dudley team maintains appropriate information, evidence and records and that complies with policies and procedures including General Data Protection Regulation.

Other requirements

13. Willing to work flexible hours and travel across and outside the borough.
14. Comply with all relevant Dudley CVS policies and practices, and work according to best practice principles regarding equal opportunities and embracing and celebrating diversity.
15. Contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance are not acceptable (DBS check as appropriate).
16. Must be legally entitled to work in the UK.

Person Specification

Requirement	Essential	Desirable
Education & training	<ul style="list-style-type: none"> ❖ Relevant degree or equivalent qualification ❖ Excellent literacy and numeracy skills ❖ Evidence of on-going personal development and training 	<ul style="list-style-type: none"> ❖ Training in contract management ❖ Project management qualification
Experience	<ul style="list-style-type: none"> ❖ Minimum 3 years in a senior management position ❖ Able to demonstrate a successful track record in: <ul style="list-style-type: none"> <input type="checkbox"/> Working with a range of strategic partners and stakeholders <input type="checkbox"/> Engaging diverse communities and addressing inequality <input type="checkbox"/> Strategic planning, monitoring and evaluation <input type="checkbox"/> Managing, developing and motivating a staff team <input type="checkbox"/> Managing finance, budgets and allocation of resources including people <input type="checkbox"/> Understanding of the need for evidence base to challenge and influence change 	<ul style="list-style-type: none"> ❖ Working in health and social care ❖ Developing enterprising organisations ❖ Project management ❖ Working with or in the voluntary and community sector

<p>Skills</p>	<ul style="list-style-type: none"> ❖ Ability to produce high quality action plans, reports, strategic plans etc in consultation with stakeholders ❖ Effective liaison and negotiation skills ❖ Excellent communication skills with a wide range of people and organisations, including making public presentations ❖ Ability to interpret complex information ❖ Confident/competent use of IT 	
<p>Knowledge</p>	<ul style="list-style-type: none"> ❖ An understanding of the health and social care landscape ❖ An understanding of and commitment to the importance of involving public voice in decision making ❖ A broad understanding of the needs and challenges of local communities ❖ An ability to manage and resolve conflict and negotiate in a persuasive and non-confrontational manner 	<ul style="list-style-type: none"> ❖ An awareness of Dudley - profile and demographics ❖ An awareness of local governance structures ❖ An understanding of the relationship between Healthwatch England and Local Healthwatch. ❖ An understanding of the role of Healthwatch in relation to influencing local and national decision making

<p>Personal skills, abilities and motivation</p>	<ul style="list-style-type: none"> ❖ Ability to initiate projects and ensure effective delivery ❖ Ability to motivate and inspire ❖ A commitment to addressing inequality, especially in relation to health and social care ❖ Excellent listening, facilitating and liaison skills ❖ Excellent written and verbal communication skills ❖ Have use of own car for work purposes and full/clean licence ❖ Ability to work outside normal office hours and travel easily throughout Dudley Borough with occasional meetings outside of the borough ❖ Excellent organisational skills 	
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**7 Albion Street
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www.dudleycvs.org.uk

01384 573381

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