


have
your 
say
on local health
and social care



Linda,
Healthwatch

CHIEF EXECUTIVE

APPLICATION PACK



healthwatch
Lambeth

Tel: 020 7274 8522

Email: info@healthwatchlambeth.org.uk

This year, more than 1750 people in Lambeth shared their experiences of health and social care services with us, helping to improve health and social care for everyone in Lambeth.



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Welcome from our Chair

Thank you for your interest in becoming the Chief Executive of Healthwatch Lambeth. Since our inception in 2013, we've been dedicated to ensuring that the lived experience of the people of Lambeth is at the heart of all our work, and that we are a trusted independent voice especially for people who are marginalised and discriminated against. Our team is experienced and highly skilled, earning the respect of the public and our partners, including Lambeth Council. We've built strong relationships that are key to our success.

Healthwatch Lambeth plays an active role in borough-wide health and social care partnerships through Lambeth Together, the local health and social care partnership board. Our work is recognised by Healthwatch England, and we've received several grants for our impactful projects.

Our recent achievements include advocating for better maternity services, improving hospital discharge arrangements, and engaging with diverse communities such as Latin Americans, individuals with mental health challenges, and LGBTQ+ groups. We've also worked with primary care colleagues to enhance patient engagement in local GP practices.

As our new CEO, you'll lead a high-performing, dedicated team, building on our successes and fostering strong partnerships. Your ability to influence decision-makers, lead a team, and connect with people facing inequalities will be essential.

We look forward to receiving your application and welcoming a dynamic, passionate leader to our team.

Patrick Mitchell, Chair of Trustees



OUR STORY

Healthwatch Lambeth was set up in 2013 and is the local health and social care champion.

As an independent charity established by statute, we have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care. We also help residents to find reliable and trustworthy information and advice.

Healthwatch Lambeth is part of a network of over 150 local Healthwatch organisations across the country.



Our Vision

For the people of Lambeth to have their health and wellbeing needs heard, understood and met.

Mission

To make people's voices count in decisions about health and care services in Lambeth

To ensure less heard voices influence decisions about health and care services

To hold to the highest possible standards of practice in community participation and encourage others to do the same

To make sure people have the information they need to look after their own and others' wellbeing and get the right services at the right time



Healthwatch Lambeth Theory of Change

We will achieve our vision and mission when people are:

Informed: People have the information they need to look after themselves and those close to them

Enabled: People know where to get the services and support they need and speak up about what's important to them

Engaged: A wide range of communities and individuals work with Healthwatch Lambeth to have their say on health and care services

Participative: Communities, services and commissioners work together to make sure the views and experiences of local people are at the heart of decisions about services

In the long term:

- ✓ Decision makers know about people's views and experiences of health and social care
- ✓ Communities are at the heart of decisions about health and social care priorities
- ✓ Services account to communities and focus on what matters most to people
- ✓ People get high quality care that meets their needs, when they need it

Our values and approach

The way we work and our values are essential to achieving our goals. To be the best that we can be, to ensure people's voices are heard and to make change happen we will be:

Accountable: We are open about our decision-making; we hold ourselves accountable; we welcome feedback about our work.

Inclusive: People come first; their views and experiences are at the heart of what we do. We make sure seldom heard and marginalised voices are heard and amplified.

Respect: We treat people with dignity and kindness; we listen and respect views.

Collaborative: We work with others to improve health and social care for Lambeth people: we celebrate and share good practice and listen to and learn from people with lived and professional experience.

Credible: We get things done; we value and contribute to knowledge; we challenge assumptions with facts; we hold ourselves to the highest standards

Transparent: We report our findings and identify good practices and concerns with services.

Equality: We are committed to addressing our own biases and challenging the structural barriers that lead to inequality and unfairness in health, social care and beyond.

Excellence: We aim for excellence in public participation and support others to do the same.

Our activities

1

Promoting and supporting the involvement of residents in commissioning, provision & scrutiny of local care services

4

Enabling local people to monitor the standard of provision of local care services and how they could be improved

2

Providing advice and information about access to local services

5

Making reports & recommendations about how local care services could be improved

3

Obtaining the views of local people regarding their needs and experiences of local care services and making these views known

6

Formulating views on standard of provision and how local services could be improved.



OUR STRATEGY AND PRIORITIES

Personalised Care

Health Inequalities

We want to understand why some people in Lambeth may not always get the care they need.

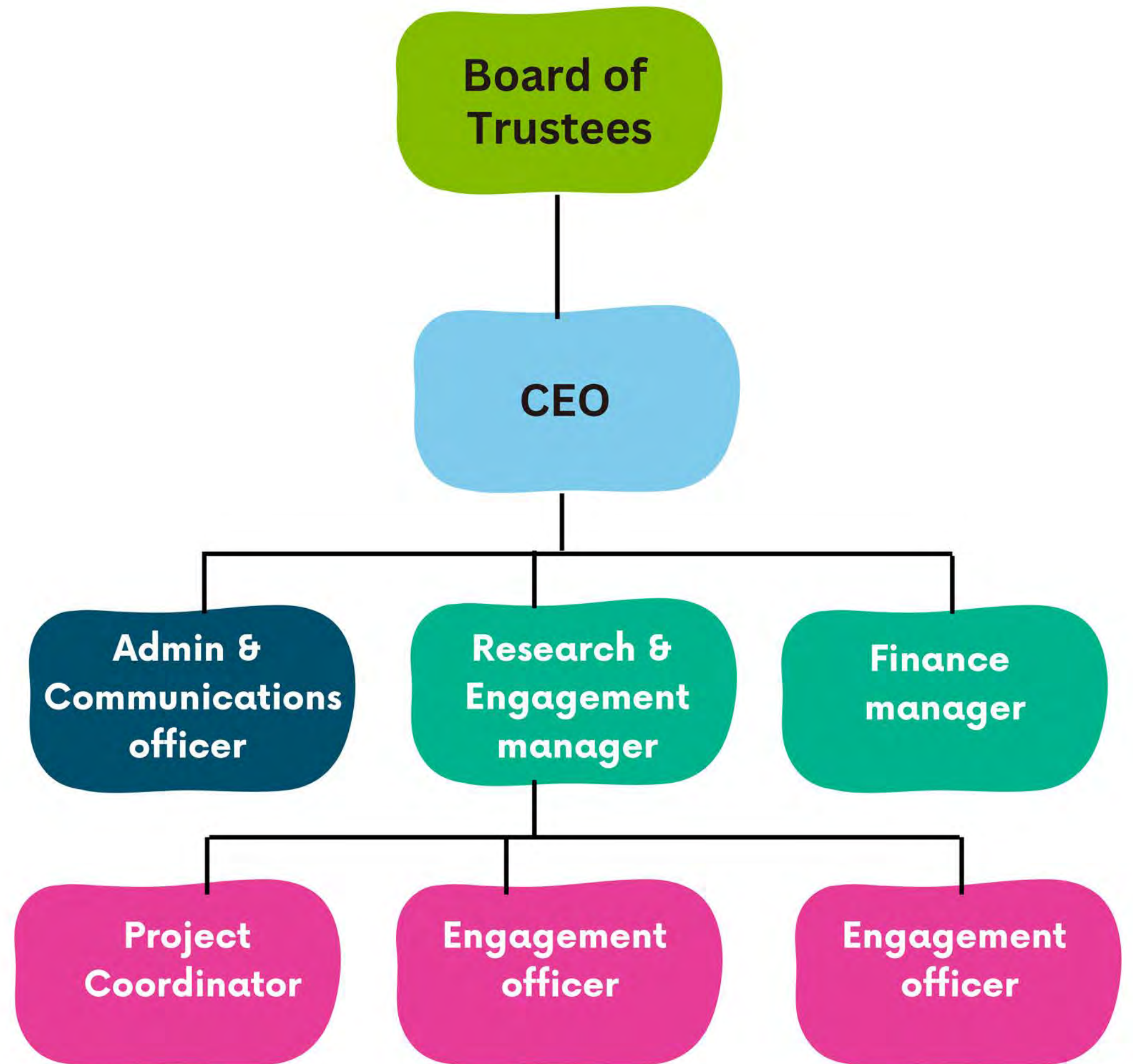
We want to ensure that people have choice and control over the way their care is planned and delivered.

Access and Improvement

We want Lambeth people to feel more confident to speak up and hold health and social care services and systems to account.



Organisational Structure



About the role

Chief Executive

Responsible to: Board of Trustees

Direct reports: Research and Engagement Manager, Communications and administrative officer, Finance manager.

Terms and conditions:

4 or 5 days (0.8 or 1 FTE) will be considered (some evening and occasional weekends)

£53,000-£58,500/year (pro rata).

26 days annual leave (pro rata) plus bank holidays and 5% pension contribution

Permanent contract

Working arrangement: Hybrid (Tripod, Lambeth Town hall and remote working)

The CEO is responsible to the Chair and Board of Trustees for development of the organisation and ensuring we deliver good outcomes for the people of Lambeth. Externally, the CEO is responsible for excellence in public engagement and further developing the strong and influential relationships we have with a range of stakeholders.

The successful candidate will be an experienced and empathetic leader who will inspire and empower others. You will be a strategic relationship builder, with a track record of public engagement, as well as successful income generation and financial control. If you are passionate about people's voices being heard and working with a great team who want to make a real difference in Lambeth, we would be delighted to receive your application

Job purpose

To work on behalf of the Board of Trustees, in accordance with our mission, vision, values and objectives to:

- Ensure that the lived experience of the people of Lambeth is at the heart of all our work.
- Ensure the organisation is financially sustainable through developing and implementing a fundraising strategy.
- Develop and sustain excellence in public participation and engagement in the team acting as a confident, inspiring, and empathetic leader for staff and volunteers
- Raise our profile, acting as a strong figurehead to promote and advocate for high standards of public participation with local organisations, partners, and funders across health and care networks in Lambeth
- Represent Healthwatch Lambeth on appropriate bodies, building trusted and influential relationships with health and care organisations in the Lambeth Together partnership and beyond.
- Develop and deliver a strategic and operational plan and financial budgets so the organisation develops, is sustainable and successful.
- Advise and support trustees to fulfil their legal and other duties to ensure the proper governance of Healthwatch Lambeth, ensuring board members receive reports, recommendations, and information in an effective, thorough, and timely manner.

Main Responsibilities:

Leadership and management

- **Develop and maintain an environment that attracts, retains, and motivates good quality staff, committed to engaging and empowering the public, constantly seeking ways to learn and improve performance; including ensuring that staff and volunteers are effectively deployed and receive regular supervision, support, training, and annual appraisals**
- **Ensure appropriate systems and processes are developed and implemented, including to promote equality of opportunity, non-discrimination, and respect for difference across Healthwatch Lambeth areas of responsibility and priorities**
- **Consistently promote the ethos and values of the organisation.**
- **Actively promote equality and diversity at all levels of organisational activity.**

Sustainability and growth

- Secure adequate funding and resources to meet income targets and objectives, including through core funding from Lambeth Council, bid submissions to grant making trusts, foundations, and statutory funders
- Develop and implement an effective sustainability plan to identify and diversify income streams and maximise new opportunities for income generation
- Ensure that the organisation has the infrastructure needed to support and develop staff and volunteers.

Championing the views of residents

- Attend external meetings with Local Authority and Health and Social Care Provider partners to present findings of the work of Healthwatch Lambeth and champion the needs and experiences of Lambeth residents.
- Work collaboratively with decision makers in health and care services to influence equitable policy and service delivery, balancing the role of critical friend so that statutory partners trust us enough to engage us at all levels, but recognise and respect our evidence and act upon it.
- Oversee an inclusive programme of research, insight gathering and engagement initiatives to advocate for the health and social care of our diverse population in Islington.
- Oversee the dissemination of research findings and the impact of projects.
- Create and deliver a Healthwatch Lambeth communications and marketing strategy.

Strategy

- Work with the Board to develop, implement and monitor progress against Healthwatch Lambeth's mission and strategic plan.
- Take overall responsibility for achieving, monitoring, and reporting on performance against targets.
- Develop a culture of continuous improvement in all aspects of the organisation's work including public and patient engagement, information and signposting, communication and maintaining and building relationships with partners, funders, and networks. Lead the development of strategic relationships with stakeholders across a range of statutory and voluntary organisations.
- Keep abreast of the opportunities and challenges facing Healthwatch Lambeth and keep up to date with changing legislation/ developments in local or national government initiatives which could affect the charity and/or the people of Lambeth, including the commissioning and provision of health and care services, the population health context of Lambeth, and the wider charity/social enterprise context.

Governance and Compliance

- Ensure that the timely compliance of all legal and regulatory requirements and in particular that the organisation fulfils the statutory functions of a local Healthwatch.
- Ensure compliance with all relevant financial, HR and legal requirements, data protection, and the Charity Commission regulations.
- You will be the organisation's Safeguarding Lead and the lead contact for liaising with our external Data Protection Officer
- Monitor the performance of the organisation, ensuring transparent and timely reporting of progress against plans, key changes, developments, governance, and risk.
- Support bi-monthly trustee Board meetings, AGM and away day providing relevant reports and information to enable Board members to fulfil their responsibilities.

Finance

- Be accountable to the Board of Trustees for the overall financial health of the charity, controlling budgets, expenditure and management accounts ensuring that income and expenditure is within financial plan targets.
- Ensure full and accurate financial reporting including the preparation of management accounts, an annual report, and financial statements, overseeing returns to the Charity Commission and Companies House as required.
- Undertake annual reviews of internal financial control procedures in line with Charity Commission requirements to ensure sound business practice.
- Liaise with the finance manager to produce quarterly financial statements and liaise with the Treasurer to review this for presentation to the Board.

Person Specification

The person specification is a picture of the skills, knowledge and experience required to carry out the job. It has been used to draw up the advert for the job and will be used in the shortlisting and interview process for this post. You should demonstrate on your application how you meet the following criteria.

Essential

- Significant experience in a senior management role
- Experienced at developing strategic partnerships and using evidence to influence decision-makers
- Demonstrable experience and proven track record of income generation, successfully writing grant bids and securing funding from a variety of sources particularly in a local authority context.
- Experience of leading teams (of staff and volunteers) to perform at their best individually and as a team
- Demonstrable experience of developing strategy through consultation with teams and partners and successful implementation and operational planning and project management.
- Outstanding communication, interpersonal and networking skills.
- Demonstrable acumen and experience of organisational financial management including budget setting, control, and reporting.
- A high level of understanding and commitment to equality, diversity, and inclusion.
- Excellent people management skills
- Experience of working with Boards and a full understanding of the legal and governance requirements of charities

Desirable

- Up to date knowledge of the changing health and social care landscape, locally and nationally.
- Strong understanding of co-production and it's importance in health and social care design
- Experience of working with and leading volunteer teams
- Experience of service level agreements, contracts, tendering and commissioning.

Applying

Interested applicants should submit a CV and covering letter outlining their motivation and suitability for the role.

Applicants should send their applications to:

CEOrecruitment@healthwatchlambeth.org.uk by 9:00am on 30th August 2024.

Please send your completed **Equality Monitoring Form** separately to **info@healthwatchlambeth.org.uk**. This will be treated as confidential. It will not be used in shortlisting but will help us analyse our processes.

Safe Recruitment: This role falls under the remit of one for which Healthwatch Lambeth will undertake a DBS check upon making an offer.

Access Requirements for the interview: If you have a disability or health condition that means you need us to make any adjustments to the interview process, please let us know and we will do our best to accommodate these. This will not affect your application.

Recruitment timetable

Informal conversations with the Chair and current CEO

Prospective applicants are welcome to have an informal conversation with the current CEO or Chair. Please address any queries or questions to **CEOrecruitment@healthwatchlambeth.org.uk** in the first instance.

Advertising period: 5th August-29th August

Closing date for applications is 9am on 30th August

Please note that applications will be considered on a rolling basis and the closing date may be brought forward if sufficient applications are received in advance of the deadline. Early applications are strongly encouraged.

Shortlisting after 30th August with invitations to interview sent on the 2nd September.

Interviews and presentations with Trustees, stakeholder panel and staff team commencing week of 16th September.