

## Role Profile: Director

<b>Role:</b>	Director Healthwatch Cambridgeshire and Peterborough Board
<b>Accountable to:</b>	The Chair
<b>Salary:</b>	This is a voluntary position. Reasonable expenses will be reimbursed.

### Directors will be expected to:

- Contribute to the development of strategic plans to enable the organisation to fulfill its responsibilities.
- Ensure that patient and public interest is always at the heart of decision making with specific reference to seldom heard groups.
- Monitor and constructively challenge the performance of the organisation in meeting the agreed goals and improvement targets.
- Ensure that financial controls and systems of risk management are robust, and that the Board is kept fully informed through timely and relevant information.
- Assist with the development of a business culture within the organisation which is consistent with the statutory requirements of Local Healthwatch.
- Play an appropriate role in building external relationships with key stakeholders including the local Clinical Commissioning Group (CCG), GPs, secondary care, the local authorities, the voluntary and community sector and other stakeholders.
- Actively participate and/or chair relevant sub-committees of the Board as required.
- Take part in the appointment of senior staff.
- Ensure that the organisation values diversity and demonstrates equality of opportunity in its treatment of staff and patients and in all aspects of its business.
- Drive the establishment and maintenance of a volunteer culture within the organisation.
- Act as an Ambassador for Healthwatch Cambridgeshire and Peterborough.

- Execute the responsibilities of a company director according to lawful and ethical standards, in line with the Nolan Principles of Conduct in Public Life<sup>1</sup>.

## **The competencies expected for this role are:**

### **Core competencies**

- Strong communication and interpersonal skills, able to liaise effectively with a wide a range of stakeholders and audiences.
- Strategic thinking, able to analyse complex information, demonstrate clear analytical intellect and guide rational decision making.
- Able to support the organisation through periods of change.
- Support the values, ethos and objectives of Healthwatch Cambridgeshire and Peterborough.

### **Knowledge and experience**

- Good understanding of health, social care and wellbeing policy issues / challenges facing the NHS and Local Authorities.
- Able to demonstrate good awareness and understanding of the current environment in Cambridgeshire and Peterborough and how local health, and social care and wellbeing services are delivered.
- Experience of, or good understanding of, working with customer focused organisations and a commitment to high standards of customer care.
- Experience of leading an organisation as a member of a management board, committee or senior management team.
- Ability to demonstrate a commitment to public engagement with specific reference to seldom heard groups.
- Knowledge of evidence-based practice.

### **Personal behaviour and style**

- Passionate about promoting better outcomes in health and social care for all.
- Actively leads by example the professional conduct expected of the Director role.
- Proactively demonstrates strong commitment to equality and diversity.
- Listens to others and provides decisive leadership when it is required.
- Supportive management style that motivates people to deliver their best.
- Open to learning and development, for self, staff and the Board.
- Time and commitment to effectively discharge the responsibilities of the post.
- IT literate.
- Live in Peterborough or Cambridgeshire.

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<sup>1</sup> <https://www.gov.uk/government/publications/the-7-principles-of-public-life/the-7-principles-of-public-life--2>

## **Risk Management**

- Able to demonstrate experience and understanding of risk management and performance management.
- Experience understanding of developing a control framework for identification, management and review of risk.

## **As part of an innovative, committed Board you will receive in return:**

- Induction to the Healthwatch role and our operations in Cambridgeshire and Peterborough.
- Insights and influence on health and social care systems locally, through the lens of people's experiences.
- A role in strategy development and supporting our inspiring staff and volunteers.
- Leadership, working with the Board and staff on a specialist interest topic or to champion a community.
- Reasonable expenses.

More information about Healthwatch Peterborough can be found at [www.healthwatchpeterborough.co.uk](http://www.healthwatchpeterborough.co.uk) .

More information about Healthwatch Cambridgeshire can be found at [www.healthwatchcambridgeshire.co.uk](http://www.healthwatchcambridgeshire.co.uk).