

**Meeting New Horizons
Healthwatch North Lincolnshire
Manager
Job Description**

Overall Objective:

The overall objective of the post is to lead and drive forward the development and delivery of Healthwatch North Lincolnshire. The post holder will work closely with colleagues, partners and internal teams; design and lead on projects; coordinate all statutory functions; and will be the central point of contact for all key stakeholders. The post holder will also be the line manager for the Healthwatch team; having responsibility for supporting, managing and motivating the wider team.

Scope:

Healthwatch North Lincolnshire was established in April 2013 to become the new consumer champion for local health and social care services. Each Local Authority area in England has its own Healthwatch organisation and Healthwatch North Lincolnshire is the consumer voice on health and social care issues for the population of North Lincolnshire.

Specific Duties and Responsibilities:

Organisation Development:

- Ensure the ongoing development of Healthwatch North Lincolnshire as the consumer champion for Health and Social care in North Lincolnshire. This includes continuing the development of the newly formed Telephone Buddy Service, the Ironstone Meet & Greet service, as well as developing further new delivery approaches.
- Work closely with the ISAB and strategic partners in the development of an annual Healthwatch North Lincolnshire work plan.
- Oversee the marketing and promotion of the organisation, ensuring optimum reach and engagement across North Lincolnshire.
- Develop relationships with the local media to raise the profile of Healthwatch North Lincolnshire.
- Ensure all organisational and operational policies are maintained and new policies adopted in relation to need.
- Attend training and implement guidance that is devolved from Healthwatch England and their strategic partners.

- Keep abreast of good practice and policy developed regionally and nationally and implement where appropriate at a local level.
- Actively explore and responds to opportunities to increase additional income generation opportunities for Healthwatch to extend its remit and contribute to its longer term sustainability.

Relationship Development:

- Act as the central point of contact for key stakeholders, commissioners, and service providers and sit on issue led boards and networks.
- Build collaborative approaches with statutory, voluntary and community sector organisations and other stakeholders, including the Voluntary Sector Alliance, to develop and sustain effective and robust information and knowledge exchange, as well as new service developments.
- Lead on all communications with Healthwatch England, the CQC and other national partners, ensuring the timely distribution of intelligence collated locally, and escalating matters of serious concern.
- Manage requests for attendance at local boards, committees and networks and attend such meetings when deemed it could add value to the work of Healthwatch.
- Attend meetings and represent Healthwatch North Lincolnshire at local and regional strategic and issue led boards, including building an active presence within the Humber Coast & Vale Integrated Care System developments.
- Deliver presentations and progress reports at key statutory bodies including the Health & Well Being Board and Overview and Scrutiny Committee.
- In attendance of meetings, promote the purpose of Healthwatch and actively identify any issues related to health and social care provision.
- Attend awareness raising and public interfacing activities, delivering presentations or other appropriate means of communications.
- Develop relationships with all key stakeholders to enhance the influence of Healthwatch North Lincolnshire.
- Work with key partners in the delivery and scrutiny of health and social care services and ensure appropriate protocols are in place for collaborative working.
- Ensure effective working relationships are in place with neighbouring Healthwatch, and explore opportunities for cross boundary working and joint utilisation of resources.

Delivery and Statutory Functions:

- Lead on the delivery of the strategic workplan for Healthwatch, ensuring team members are fully briefed and projects are achieved on time and to a high level.
- Implement a project management approach to the design and delivery of all

workplan activity to ensure timely delivery and flexibility to unexpected demands.

- Lead on issue led investigations. Provide information and analysis on key data, both qualitative and quantitative, and contribute to evidence based reports and recommendations detailing the findings gained through research and engagement activity.
- Lead on and implement other projects and workplans and provide detailed project proposals as necessary.
- Coordinate all statutory functions including enter and view visits, information requests, escalations to Healthwatch England, and the coordination of intelligence gathering from a range of sources including the Information and Signposting function, and the NHS Complaints Advocacy service.
- Working with the team and relevant partners, identify when the use of Enter and View may be appropriate, either to support the development of the workplan, or in response to issues that have been raised that require immediate attention.
- Working in line with guidance from Healthwatch England, ensure that appropriate protocols and procedures are in place with regards to the execution of the Enter and View function.
- Work closely with the Care Quality Commission, Experts by Experience representatives, Social Service Quality Inspectors and any other stakeholders that perform a quality or inspection role to ensure coordination of activities and awareness of each other's workplans.
- Support the team in the collation and presentation of the findings of Enter and View visits.
- Inform key strategic stakeholders of the purpose and outcome of Enter and View visits.
- Where deemed appropriate, prepare formal requests for information to providers and commissioners, and keep a record of requests and timelines for responses.
- Identify appropriate actions when a late or insufficient response has been received, including onward referral to the Health Overview and Scrutiny Committee.
- Identify gaps in the knowledge of Healthwatch North Lincolnshire about the health and social care needs of local residents and look to address these, particularly working with key partners.
- Assess local strategies and policy documents, including the JSNA, to identify gaps where local public concerns are not being addressed.
- Adopt an effective and shared approach to information management with appropriate sharing of data to avoid duplication, misinterpretation or underuse of data.

- Work with the team to identify gaps in service provision and alert local commissioners of any such gaps.
- Act as the central point of contact for all incoming press enquiries and be available to provide comments when health and social care related articles appear in the news, or direct enquiries to the Deputy Chief Officer where appropriate.
- Act as the central point of contact for any complaints made against Healthwatch North Lincolnshire and escalate accordingly to internal policies.

Performance Monitoring and Reporting:

- Report back to the Meeting New Horizons Deputy Chief Officer on activity and highlighting any areas of cross boundary activity.
- Lead on the production of quarterly reports outlining the performance and achievements of Healthwatch for delivery to commissioners and strategic partners.
- Lead on the drafting and coordination of the Annual Report for submission to Healthwatch England.

Line Management:

- Providing direct line management and supervision to the wider staff team.
- To undertake proactive mentoring and coaching to develop team members within their roles.
- Ensure the wider team are kept fully informed of any changes in relation to Healthwatch and wider organisation operations to ensure staff are well informed, inspired and engaged with the organisations objectives.
- Uphold the principles, policies and culture of Healthwatch and the wider organisation.
- Develop and sustain a positive team culture, including building resilience; an openness to giving and receiving challenging feedback; and continuous improvement.
- To lead on any matters in relation to satellite operations and escalate internally to senior management as required.

General Duties:

- To ensure that members of your team and wider Hull CVS/ Meeting New Horizons are kept adequately informed of your work as appropriate and that information is provided as requested by your line manager.
- To participate in planning and team building activities within Hull CVS/ Meeting New Horizons.
- To take part in supervision / appraisal meetings as agreed in line with Hull CVS/ Meeting New Horizons policy.
- To undertake in-service training as appropriate.
- To respect confidentiality of all information acquired through working at Hull CVS/ Meeting New Horizons within the framework of the confidentiality policy.
- To work in a self servicing capacity.
- To adhere to Hull CVS/ Meeting New Horizons policies and procedures.
- To undertake any other duties commensurate with the level of responsibility of this post which you may be asked to undertake by the Hull CVS/ Meeting New Horizons Chief/Deputy Chief Officer.

