

# Healthwatch Haringey Chair Recruitment Pack 2025

Help influence Haringey's health and social care direction  
for the better and support your local community



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# Letter from the board

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Healthwatch Haringey is the independent 'people's champion' for health and social care in the London Borough of Haringey.

We actively seek out the views of the public and patients on all matters relating to health and social care, e.g. their experience in hospital, interim care, at the GP or dentist, and collate those together to produce impact statements and reports.

With this evidence we seek to campaign for and change for the better the way health and social care services are designed, delivered, and improved.

We have a statutory role, as set out in the Health and Social Care Act 2012, are a member of the London Borough of Haringey Health and Wellbeing Board and have excellent relations with Commissioners across the borough. We also have a great staff team who work hard to achieve the aims of Healthwatch Haringey.

While you might not have a background in health or social care, we are looking for someone who has the transferrable skills to play a leading part in the future of Healthwatch Haringey.

You will ensure Healthwatch Haringey is well governed with robust policies and procedures in place, continue to establish and build constructive relationships with Healthwatch Haringey's key stakeholders and represent the organisation externally whenever appropriate as one of its leading ambassadors.

As well as line managing the Healthwatch Haringey Manager, you will be responsible for the strategic development of the organisation, the setting of priorities and the delivery of statutory and contractual obligations.

We welcome applications from anyone who lives or works or is registered with a GP in the London Borough of Haringey or **North Central London ICS area** (includes London Boroughs of Haringey, Barnet, Enfield, Camden, and Islington). We absolutely welcome and encourage applications from ALL sections of the community including those from minority ethnic communities, disabled people, every gender, every age group (over 18), and all socio-economic groups. You would be representing all Haringey residents, but it is essential to make sure every voice is heard.

Please see the Person Specification on page 10 for more details and how to apply on page 12.

We look forward to receiving your application. Thank you.

**The Public Voice Board of Directors**

# Who we are

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Healthwatch Haringey is the independent champion for people who use health and social care services in the London Borough of Haringey. Healthwatch Haringey is a Community Interest Company (CIC) set up as part of the Health and Social Care Act 2012, which placed a requirement on every Local Authority to have an independent Healthwatch. Healthwatch Haringey is a member the Haringey Council Health and Wellbeing Board.

Healthwatch Haringey has a Chair and non-executive Directors (Advisory Board Members), employs a Healthwatch Haringey Manager and full-time and part-time staff, and is supported by active volunteers.

The contract for Healthwatch Haringey is held by Public Voice CIC (see below). Public Voice has the statutory responsibility for the delivery of the contract. Healthwatch Haringey reports to the Public Voice Board.

## Statutory Duties: Aims and Objectives

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Healthwatch Haringey must undertake the following core activities: To lead the management and delivery of the statutory functions of a local Healthwatch, which consist of:

- Obtaining the views of people about their needs and experience of local health and social care services. Healthwatch Haringey makes these views known to those involved in the commissioning and scrutiny of care services.
- Making reports and recommendations about how those services could or should be improved.
- Promoting and supporting the involvement of people in the monitoring, commissioning and provision of local health and social care services.
- Providing information and advice to the public about accessing health and social care services and the options available to them.
- Making the views and experiences of people known to Healthwatch England, helping it to carry out its role as national champion.
- Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to carry out special reviews or investigations into areas of concern.

# About Public Voice

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Public Voice is a Community Interest Company (CIC) with a mission to improve neighbourhoods, the lives of the people who live in them and the public services they use.

Through our work, we ensure people in the community are heard and supported – bringing together diverse voices and including those who find themselves marginalised or are rarely reached by service providers. We take a user-centred, co-production approach to understanding individuals' and communities' needs, and translate that into meaningful insights for service providers in government, public health, and housing. The results are better outcomes for residents and service users, more effective and efficient services for providers, and stronger and healthier neighbourhoods.

We have delivered the statutory Healthwatch programme in Haringey since April 2013, leading in delivery to the Healthwatch England Quality Framework. You can find out more about us on [www.publicvoice.london](http://www.publicvoice.london) and [www.healthwatchharingey.org.uk](http://www.healthwatchharingey.org.uk)

# Role Description

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## Role Title: Healthwatch Haringey Chair

### Accountable to:

Public Voice Chair and Board of Directors

### Responsible for:

Leading and working with Healthwatch Haringey Advisory Board Members in the strategic planning and direction of Healthwatch Haringey, working closely with the Public Voice Chair who has accountability for the delivery of the Healthwatch statutory duties.

### Time Commitment, Remuneration and Tenure

It is anticipated the duties of the Chair will take four days per month and is a voluntary position with reasonable out-of-pocket expenses covered. The appointment to the Healthwatch Haringey Board shall be for a period of up to two years, which may be extended for a further period if appropriate.

## Eligibility

### Applications will be considered from:

- Anyone over the age of 18, who lives, works, or is registered with a GP in the London Borough of Haringey or North Central London ICS area.
- We welcome applications from disabled people. We will do our best to make our application process as inclusive and accessible as possible, including making reasonable adjustments during the recruitment process.
- All applicants must demonstrate they meet the Essential criteria listed in the Person Specification (see page 10).

### Applications from the following will not be considered:

- Providers of statutory health or social care services and their employees, where these services are accessed by Haringey residents, i.e. NHS Hospitals, Community Health Services, Social Workers.
- Employees, Clinical Commissioners and Lay Members of organisations with a statutory role to commission health or social care services for people in Haringey.
- Haringey Councillors or MPs.

## Promoting good governance, leadership, involvement, and accountability

The Chair will provide visible leadership in developing a positive culture and model for the Healthwatch Haringey Advisory Board and ensure that these are reflected in their own, and in the Advisory Board's, behaviour and decision making. The Chair will support the Public Voice CEO to ensure communication flow between the Healthwatch Haringey operational team and the Healthwatch Haringey Advisory Board with the Public Voice Board of Directors and ensure strategic direction.

The Chair will oversee governance of Healthwatch Haringey Advisory Board, and will work with the Healthwatch Haringey Manager to ensure that:

- The Healthwatch Haringey Advisory Board consists of suitably skilled, experienced, and diverse members who understand their roles and responsibilities while ensuring appropriate arrangements are in place for appraisal, training, and development of members.
- The makeup and capabilities of the Advisory Board are regularly reviewed, identifying gaps and areas for improvement.
- The purpose of the Advisory Board is clear and shared by all members.
- Oversee the performance and continuous improvement of Healthwatch Haringey to ensure excellence and quality assurance.
- The Healthwatch Haringey Manager is supported and the Healthwatch Haringey Advisory Board is advised regarding the strategic direction of Healthwatch Haringey, the setting of priorities and the delivery of statutory and contractual obligations.
- The Healthwatch Haringey strategy serves the needs of service users in its local community.
- The Healthwatch Haringey Advisory Board responds to the voices and views of key stakeholders.
- Key issues are discussed by the Healthwatch Haringey Advisory Board in a timely manner with appropriate information made available and with professional advice when needed.
- Healthwatch Haringey fulfils its responsibility to help reduce health inequalities.
- Healthwatch Haringey is well governed, with robust policies and procedures in place.
- Robust financial processes and strong reporting and governance systems are in place.
- The Healthwatch Haringey Advisory Board works with the Public Voice Board of Directors to develop a vision for Healthwatch with clear strategies and objectives to deliver its organisational purpose.

# Ensuring effective and reliable lines of reporting and communications

The role will involve ensuring:

- Healthwatch Haringey provides reports and key performance indicators to the Public Voice Directors on statutory functions.
- The Healthwatch Haringey Manager produces regular reports on Healthwatch Haringey key areas and progress.
- The Public Voice Board of Directors is supported in scrutinising and reviewing the performance of Healthwatch Haringey.
- Patient, service user, carer, and wider community satisfaction (including with reference to the performance of comparable organisations).
- Regular meetings are attended with the Public Voice CEO and other Public Voice-run Healthwatch to review progress in achieving work plan actions and raise any issues that have been identified at Healthwatch Haringey Advisory Board meetings.

## Managing Board Meetings

The Healthwatch Haringey Chair will:

- Chair Board meetings and other public engagement events where appropriate.
- Ensure the Advisory Board performs its role in line with the Nolan Principles of Public Life.
- Ensure meetings are planned and run effectively, with regards to:
  - Clarity of communications.
  - Preparedness of participants, with access in good time to the agenda, papers, and other information they need to execute their roles as Advisory Board members.
  - Prioritisation and time allocated to agenda items.
  - Discussion that leads to agreed actions.
- Ensure that all Advisory Board members are given the opportunity to express their views and that decisions are taken, recorded and compliant with Public Voice policies.
- Facilitate all members to best contribute to the discussions, decisions, and actions of the Advisory Board.
- Create a high-performing Advisory Board through objective setting, performance appraisal, and ongoing support.



## Representing Healthwatch Haringey

The Healthwatch Haringey Chair will:

- Act as an ambassador and spokesperson for local Healthwatch, as requested and agreed in advance with Public Voice. Undertake training as required to perform this role.
- Promote the work of Healthwatch Haringey, enhancing its reputation and credibility.
- Represent Healthwatch Haringey at relevant stakeholder forums (see Annex below) and deputise in this capacity for the Healthwatch Haringey Manager where needed.

# Person Specification

<b>HEALTHWATCH HARINGEY CHAIR: Essential (E), Desirable (D)</b>	
<b>Core Competencies</b>	Strong communication and interpersonal skills (advocacy, persuasiveness, ability to influence) and the ability to liaise effectively with a wide range of stakeholders and audiences (E)
	Strategic thinking, ability to analyse complex information, to demonstrate clear analytical intellect and to guide rational decision making (E)
	Support for the values, ethos, and objectives of Public Voice (E)
	Have a clear understanding and experience of governance and its associated responsibilities (E)
<b>Knowledge and experience</b>	Good understanding of health, social care and wellbeing policy and issues/challenges facing the NHS and Local Authorities (E)
	Experience of working collaboratively with partners at Board level, with the ability to influence others through persuasion, tact, diplomacy, and reasoning (D)
	Ability to demonstrate good awareness and understanding of the current environment in Haringey and how local health and social care and wellbeing services are delivered (E)
	Experience or good understanding of working with customer focused organisations and a commitment to high standards of customer care (D)
	Experience of leading an organisation as a member of a management board, committee, or senior management team (D)
	An understanding and working knowledge of voluntary sector organisations and communities (D)
	Experience of representing an organisation on a Board, committee and working collaboratively with others (D)
<b>Skills, abilities, personal behaviour and personal style</b>	Understanding of financial statements and budgets (D)
	Be committed to improving services through user engagement and co-production (E)
	IT literacy (D)
	Strong commitment to equality and diversity (E)
	Ability to listen to others and to provide decisive leadership when required (E)
	Being open to learning and development for self, staff, volunteers, and Advisory Board (E)
	Having time and commitment to effectively discharge the responsibilities of the post (E)
	Represent Public Voice CIC on a number of Boards as agreed with the Public Voice Chair (D)

# Annex: Stakeholder forums

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Co-chair Joint Partnership Board

North London Health and Wellbeing Board

Haringey Joint Partnership Board

Haringey Adult Safeguarding Board and Quality Assurance sub-committee

Other stakeholder forums as agreed with Public Voice

# How to apply and deadline for applications

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If you are interested in applying for this role, an informal discussion with Dan Rogers (Public Voice CEO) can be arranged. To arrange this please contact Lva Simms (Public Voice HR Manager) on [lva.simms@publicvoice.london](mailto:lva.simms@publicvoice.london) or call 020 3196 1900.

To apply for the role, email [info@publicvoice.london](mailto:info@publicvoice.london) with the subject line: **APPLICATION for Healthwatch Haringey CHAIR**, attaching an up-to-date CV and covering letter addressed to The Public Voice Board of Directors, addressing with examples, the points in the Person Specification. Maximum 2 sides of A4, minimum font size 11.

**Deadline for applications: 9am on Monday 17 March 2025**

## Equality, diversity, and inclusion

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Public Voice is an equal opportunities employer and an anti-discrimination, pro-diversity and inclusion organisation.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness, and diversity a fundamental part of all our activities.

We want to make sure that everyone is treated fairly and with dignity and respect by challenging discrimination and removing barriers. We recognise the benefits of different values, abilities, and perspectives, and celebrating people's differences. This means promoting an environment that welcomes and values diverse backgrounds, thinking, skills and experience.

We positively welcome applications from candidates from Black, Asian, and Minority Ethnic groups and also welcome applications from disabled candidates.

We celebrate the diversity within our staff team who are representative of the diversity in our local communities and continually strive to provide equal access to all.



# Contact us

-  Telephone: 020 8888 0579
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-  Visit us: [www.healthwatchharingey.org.uk](http://www.healthwatchharingey.org.uk)
-  Follow us on Twitter: @HWHaringey
-  Like and Follow us Facebook: HealthwatchHaringey

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