

# Healthwatch Merton Independent Chair

## Eligibility and Person Specification

### Eligibility

#### Applications will be considered from:

- Anyone who is over the age of 18 and lives in the London Borough of Merton.

### Exclusions:

#### 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 Merton residents i.e., NHS (National Health Service) Hospitals, Community Health Services, Social Workers.
- Employees, Clinical Commissioners & Lay Members of organisations with a statutory role to commission health or social care services for people in Merton.
- Existing or previous Merton Councillors or MPs.

#### Individual circumstances will be considered by the panel, but people will also be excluded if:

- They have been dismissed as a trustee or a director from an organisation of any kind.
- They are the subject of a bankruptcy restrictions order or similar order.
- They have been dismissed as an employee for a reason other than redundancy.
- Anyone who is under a disqualification order under the Company Directors Disqualification Act 1986.
- Anyone who fails to comply with the Healthwatch Merton/ MVSC (Merton Voluntary Service Council) Code of Conduct and Conflict of Interests policies.

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## Person specification

### Core competencies

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

### 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 Merton and how local health, 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 chairing or leading an organisation is desirable as a member of a management board, committee, or senior management team.

### Skills and abilities

- Strong strategic planning skills, able to develop vision and encourage others to contribute.
- Able to challenge appropriately and hold the Board and staff team to account; with a wider vision to raise standards across Healthwatch Merton.
- Skilled at bringing people together to generate a strong team spirit, able to work collaboratively, building consensus and encouraging decision making.

### Personal behaviour and style

- Passionate about promoting better outcomes in health and social care for all.
- Actively leads by example with the professional conduct expected of the Chairperson 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 committee.
- Time and commitment to effectively discharge the responsibilities of the post.
- IT literate with access to IT equipment.