

Healthwatch Bracknell Forest
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Healthwatch Bracknell Forest (BF) is here to help local people get the best out of their health and social care services. We talk, listen and collect local voices from every part of the community to improve these services, provide information about the care choices available and make health and social care providers answerable to the public. We are independent, accountable and we have the strength of the law and Healthwatch England behind us.

We are recruiting members of the public to join the team of volunteers who help promote and carry out Healthwatch BF activities and functions. You know your neighbourhood; you have relatives, friends, neighbours, colleagues and a whole network of contacts who you could ask for their ideas about how to improve services for everyone. **You are the local experts!**

Joining the Healthwatch BF team will give you a great opportunity to help make a real difference to delivering service improvements and benefits for communities.

The enclosed recruitment pack provides further information on the volunteer positions. We hope you will find it both interesting and useful and look forward to receiving your completed application.

The recruitment pack includes:

- The Recruitment Process
- Job outlines for the three volunteering opportunities
- Application Form

If you want to apply to be a member of the Healthwatch BF team, but for any reason feel that a written application form is not suitable for you, please contact Chris Taylor, on 01344 266 911 or email chris@healthwatchbracknellforest.co.uk

Introduction

The Healthwatch BF service is commissioned via the Local Authority funded by the Department of Health. We are aiming to have a consortium of local voluntary sector organisations (6 maximum). Each organisation will have representation on the Project Support Board working with 3 members of the public and 3 expert patients. The Ark Trust Ltd, a disabilities charity based in Bracknell has contractual responsibility for the contract held with the Local Authority and is the employer of staff and volunteers. The Ark Trust Ltd also holds the contract for Healthwatch Windsor, Ascot and Maidenhead, these services are not being merged together; each area will have its own local focus.

The Recruitment Process

Eligibility

Applicants must be over the age of 18 with residency and/or knowledge of the local area and be interested in health and social care services. We welcome applications from people who have personal experience of local services. It is important that applicants, or members of their immediate family, do not have a conflict of interest as a result of any existing roles in the local health and social care economy and landscape. Therefore, we are unable to accept applicants who are currently *commissioners of health and social care services in Bracknell Forest*.

We will accept applicants who are currently:

Health or social care providers and their employees within Bracknell Forest;

- or who supply health and social care services to local people
- Providers affiliated with a private company providing goods and services to local healthcare and social care providers
- Elected members of local or central government

But there may be a restriction on some of the activities they can undertake to manage potential conflicts of interest.

Conduct

The Health and Social Care Act (2012) Regulations relating to Healthwatch prohibit campaigning which might be deemed to be political. Healthwatch is a non-political, independent organisation and volunteers must ensure that they do not engage in activities whilst representing and engaging in volunteering activities for Healthwatch that would breach these Regulations and bring the organisation into disrepute.

Applicants should declare all potential conflicts of interest on their application form.

Process

If you want to apply to be a member of the Healthwatch BF team, but for any reason feel that a written application form is not suitable for you, please contact Chris Taylor on 01344 266 911 or email chris@healthwatchbracknellforest.co.uk

All applicants will be invited to attend an interview.

Enhanced Criminal Record Bureau checks will be made on successful candidates before formally taking up their volunteer role. The cost of these checks will be met by Healthwatch BF.

Applications for volunteer roles will be accepted at any time.

Healthwatch BF Community Champion Job Outline

Community Champions help to promote Healthwatch BF and its work within the local community. This could involve running a promotion stall at a local event, collecting the views from people you meet at your clubs and groups, delivering leaflets and posters to places such as local GP surgeries and, in some cases, delivering a small presentation to a local group.

As a minimum you will be required to undergo an Enhanced Disclosure and Barring Service (DBS) check and complete some online training, relating to adult safeguarding, confidentiality and equalities. This online training can be completed at our offices should you not have access to the internet or you would like our assistance.

Time commitment

Initial training sessions: Approximately 1 day

Thereafter: Flexible to suit volunteer

Healthwatch BF 'Enter & View' Representative Job Outline

One of the statutory powers Healthwatch BF has is 'Enter & View'. Representatives, ideally in groups can enter and view health and social care facilities and services. This may be because we have been invited by the service provider or because members of the public / partner organisations (such as the Care Quality Commission - CQC) have highlighted areas of concern.

As a minimum you will be required to undergo an Enhanced Disclosure and Barring Service (DBS) check and complete some online training, relating to adult safeguarding, confidentiality and equalities. This online training can be completed at our offices if you do not have access to the internet or you would like our assistance. You will also be required to attend a face to face training course about enter and view.

Time commitment

Initial training sessions: Approximately 1.5 days

Thereafter: Flexible to suit volunteer

Healthwatch BF Project Support Board Job Outline

The Project Support Board aims to consist of 6 local voluntary sector organisations, 3 public members, 3 experts by experience and an independent chair.

The role of the members of the Project Support Boards is to provide feedback, challenge and question the health and social care system and shape the work program of Healthwatch BF.

You can apply to be either a public member or an expert by experience. Public and expert membership will be reviewed yearly.

Time commitment

The Project Support Board will meet once every two months for approximately two hours per meeting. Sometime will be required between meetings for preparation, and you may want to be involved in focused working groups between meetings.

Communication outside of meetings will be predominantly via email, if this is going to be an issue for you please let us know.

Training

As a minimum you will be required to undergo an Enhanced Disclosure and Barring Service (DBS) check and complete some online training, relating to adult safeguarding, confidentiality and equalities. This online training can be completed at our offices should you not have access to the internet or you would like our assistance.

Time commitment

Initial training sessions: Approximately 1.5 hours

Thereafter: Approximately 5 hours (monthly)

Application Form

Name:

Date of Birth:

Address:

Contact telephone number:

Email:

Do you have any communication/access requirements?

Which position are you applying for? (You can apply for more than one)

- Community Champion
- Enter and View Representative
- Public Board Member
- Expert by Experience Board Member

Are you aware that if you become a volunteer for Healthwatch BF you will have to undergo an Enhanced Disclosure and Barring Service (DBS) check?

Yes / No

Are you aware of any potential conflicts of interest?

Please tell us about why you would like to volunteer for Healthwatch BF and any experience or skills you have that would assist you in your volunteering role(s)

(Please use additional pages if necessary)

Equal Opportunities Monitoring Form

Healthwatch BF is committed to equality of opportunity in all its recruitment practices, policies and procedures. To assist in the implementation and monitoring of this policy, we would be grateful if you could provide us with the information requested below.

The information obtained via this form is used for equal opportunities monitoring only. Any information given will be used only to support the diversity and equal opportunities policy and in accordance with the principles of the Data Protection Act 1998.

Post applied for:

Please tick the age band which applies to you.

16 - 24

35 - 44

55 +

25 - 34

45 - 54

Choose not to disclose

Gender

Male

Female

Choose not to disclose

Sexuality

Bisexual

Gay Man

Gay Woman/Lesbian

Heterosexual/Straight

Other

Choose not to disclose

To which ethnic background do you belong?

Asian - Indian

Black - African

White - British

Asian - Pakistani

Black - Other

White - Irish

Asian - Bangladeshi

Mixed - White and Black
Caribbean

White - Other

Chinese

Mixed - White and Black African

Other Ethnic Group

Black - British

Mixed - White and Asian

Choose not to disclose

Black - Caribbean

Mixed - Other

Disability

A person has a disability under the Disability Discrimination Act (1995) if he or she has a physical or mental impairment, which has a substantial and long term adverse effect on his or her ability to carry out normal day to day activities. Long term means has lasted, or is expected to last, for 12 months.

Do you consider yourself to have a disability?

Yes

No

Choose not to disclose

The information on this form will be only be used by Healthwatch BF for equal opportunities monitoring to make sure we comply with equal opportunities. I consent to the data contained on this for being processed for this reason in accordance with data protection legislation for the time being in force. **Thank you, your co-operation is much appreciated. Please return this form with your completed application.**

