

North East London CCG

Associate lay member for patient and public engagement – Tower Hamlets

Role description

Role	Associate lay member for patient and public engagement
The role in brief	<p>The new North East London CCG forms on 1 April 2021, superseding the individual CCGs that currently commission health services for City and Hackney, Newham, Tower Hamlets, Waltham Forest, Barking and Dagenham, Havering, and Redbridge.</p> <p>In addition to the four statutory lay members that will sit on the CCG's governing body, each of the three boroughs in the WEL partnership within North East London (Newham, Tower Hamlets, Waltham Forest) will appoint an associate lay member to focus on driving excellence in local patient and public engagement.</p> <p>These associate lay members will work through the partnerships that bring together the commissioners and providers of care in each borough. As part of this, the associate lay members will be part of the borough executive groups that drives planning and delivery.</p> <p>Each associate lay member will have lead responsibility within their borough partnership to ensure that the patient and public voice, equality and diversity, and the sustainability and social value of care services are at the heart of our system and formally considered within local decision-making.</p> <p>The post holder will also work with their peers in the other WEL boroughs, and across North East London, where there are issues of mutual concern.</p> <p>As part of the selection process, the CCG and its partners will be looking for evidence of the extensive knowledge of local community needs, priorities, and aspirations that this role requires, as well as deep understand of local health and care services.</p>
Tenure	One year from 1 April 2021, with the potential for extension
Reporting	To the borough GP clinical chair (who is a member of the NEL CCG governing body)
Accountability	To the NEL CCG managing director for Newham, Tower Hamlets, and Waltham Forest
Base	Unex Tower, plus various organisational offices within the borough
Time commitment and remuneration	Two sessions of four hours per week, 48 weeks per year, at £300 per session

Duties

The post holder will have lead responsibility within the borough partnership to ensure that the patient and public voice, equality and diversity, and the sustainability and social value of care services are at the heart of our system and formally considered within local decision-making.

The post holder will also work closely with the borough's health and wellbeing board in pursuit of the post's objectives.

Patient and public involvement:

- supporting the borough partnership to embed the views of patients and the public in commissioning decisions and the delivery of local services;
- ensuring that the views and voices of patients and the public across neighbourhoods in the borough inform each aspect of the borough partnership's work;
- monitoring and reporting on how the borough partnership are working to discharge the CCG's patient and public involvement commitment;
- advising the borough partnership on relevant strategies, plans, and communications related to public and patient involvement; and
- engaging in the monitoring of the quality of local services to ensure that the borough partnership addresses issues of patient and public concern.

Equality and diversity:

- ensuring that equality and diversity are fully embedded in the systems and processes for commissioning and delivering care in the borough, supporting all borough partners to fulfil statutory duties in relation to equalities and diversity are fulfilled;
- ensuring that tackling health inequalities across neighbourhoods in the borough is a core principle that informs each aspect of the borough partnership's work;
- advising the borough partnership on equality and diversity issues relating to its strategies, plans and decisions;
- supporting all borough partners' progress against equality standards (such as Equality Delivery System for the NHS, NHS Workforce Race Equality Standard (WRES), and Workforce Disability Standard (WDES)), and other relevant quality/equality monitoring and reporting mechanisms; and
- ensuring that a co-production approach is taken to addressing inequalities in the borough.

Sustainability and social value:

- ensuring that improving the sustainability and social value of care services is fully embedded in the systems and processes for commissioning and delivering care in the borough;
- ensuring that promoting the sustainability and social value of care services is a core principle that informs each aspect of the borough partnership's work;
- supporting and co-ordinating the work of each borough partner, and the borough partnership collectively, to establish itself as a local anchor institution; and
- advising the borough partnership on relevant strategies, plans and communications related to sustainability and social value, ensuring that patients and the public are involved in their production and properly informed about them.

The post holder will also:

- support the borough partnership in ensure the maintenance of collaborative working relationships with across the NHS, social care, other aspects of local government, and other boroughs;

- engage positively and collaboratively in broader borough partnership discussions;
- act as an ambassador for the borough partnership in engagement with stakeholders, including patients and the local community;
- support the establishment of relevant sub groups and task and finish groups as required; and
- account back to North East London CCG for the outcomes achieved across all elements of the post holder's portfolio.

The supporting infrastructure through which the post holder will work is currently being designed with each borough partnership. This will take the form either of a dedicated People and Place group, chaired by the post holder and covering all aspects of the portfolio, or integration with existing forums in the borough in order to avoid duplication.

Person specification

This table lists the requirements necessary to perform the role. Applicants will be assessed according to the extent to which they meet, or have the potential to meet, the specification.

Applicants should pay close attention to all aspects of the person specification when deciding if their skills, experience, and knowledge match these requirements.

Attributes	Essential or Desirable	Method of assessment
<p><u>Principal expertise and experience</u></p> <ul style="list-style-type: none"> • leading innovative engagement of users of health and care services, including those typically more difficult for statutory organisations to reach • promoting equality and diversity in the planning, delivery, and use of health and care services • supporting public organisations to consider and promote sustainability and social value in planning and delivering services • change management, including embedding cultural change, within a complex environment • collaborative decision-making at senior level within or across organisations 	All essential	Application and interview
<p><u>Broader knowledge</u></p> <ul style="list-style-type: none"> • detailed understanding of the NHS principles and values as set out in the NHS Constitution • detailed understanding of (and commitment to upholding) the Nolan Principles relating to standards in public life • general understanding of health and an appreciation of the broad social, political and economic trends influencing it • general understanding of the mechanics of NHS and social care funding 	All essential	Application and interview
<p><u>Other skills and abilities</u></p> <ul style="list-style-type: none"> • ability to present an independent view and influence and persuade others in constructive debate • ability to take an objective view, seeing issues from all perspectives and especially the external and user perspective • ability to communicate effectively, listening to others and actively sharing information • ability to build and deploy a broad network of 	All essential	Application and interview

<p>relevant relationships across the borough</p> <ul style="list-style-type: none"> • ability to communicate effectively, listening to others and actively sharing information • politically astute, with developed skills in engaging, influencing, and securing shared ownership across multiple parties • sensitivity to varying community and organisational cultures that supports engagement across multiple complex environments • capability to understand and analyse complex issues, drawing on a breadth of data to inform the balancing of competing priorities and decision-making • experience of competently chairing meetings 		
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The Two Ticks scheme – positive about disabled people

In line with the ‘Two Ticks’ scheme, any candidate who has a disability will be guaranteed an interview if they meet the essential requirements of the person specification.

Candidates who would like to discuss adjustments to the selection process, or the working arrangements should they be successful, should contact the recruitment lead Anna Carratt (a.carratt@nhs.net) in the first instance.

Policies and procedures

The post holder should be aware of all the CCGs policies and procedures.

Health, Safety and Risk Management

The post holder is required to adhere to and act consistently with all relevant health and safety legislation and CCG policies and procedures in order to ensure that their own and others health, safety and security is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property and the achievement of CCG objectives in accordance with the CCG’s risk management strategy and policies. Training will be provided.

No Smoking Policy

The CCG operates a no-smoking policy. This applies to all post holders, staff and visitors. It is a condition of employment for post holders and staff that they do not smoke anywhere on CCG premises. While we do not discriminate against employing smokers, they are expected to adhere to this policy and all prospective employees should be aware of this.

Equal Opportunities

The CCG is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All post holders are expected to comply with these policies.

Confidentiality

As a post holder you will gain knowledge of a range of highly confidential matters being given consideration by the CCG. Under no circumstances should such information be divulged or passed to any unauthorised person or person(s). This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action, which may involve dismissal.



Infection Control

All post holders have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the CCGs' commitment to preventing and controlling healthcare associated infections.

Safeguarding Children, Young People and Vulnerable Adults and PREVENT

The CCG is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all post holders to share this commitment and to understand the requirements of the Government's Prevent strategy and promote its key principles. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS) and undergo the necessary training

Freedom of Information

All post holders must be aware of their responsibilities under the Freedom of Information Act 2000. All post holders must attend information governance training to ensure they fully understand the implications of the Freedom of Information Act.

This role description will be reviewed as necessary and may be amended to meet the changing needs of the CCG. It will also be used as the basis for determination of objectives and the contents will be used as part of annual appraisals.