

Healthwatch Coventry

Chair of the Steering Group – Role Description

About Healthwatch Coventry

Healthwatch Coventry is the independent champion for people using health and social care services across Coventry. We listen to local people, understand their experiences, and make sure their voices influence how services are planned, delivered, and improved.

We work closely with communities, voluntary organisations, the NHS, Coventry City Council, and wider regional partnerships to help improve health and care services and reduce health inequalities for everyone living in Coventry.

As Coventry continues to grow and become more diverse, Healthwatch Coventry is committed to ensuring all communities are heard, particularly people whose voices are often underrepresented.

Chair of the Steering Group

The Chair of the Steering Group provides strategic leadership, governance oversight and external representation for Healthwatch Coventry. The Chair will help ensure that Healthwatch Coventry remains responsive to local community needs, demonstrate effective community engagement and meaningful impact for residents.

The Steering Group operates in an advisory capacity, supporting the delivery of Healthwatch Coventry's statutory functions (under the Health and Social Care Act 2012) in partnership with the host organisation, Citizens Advice Mid Mercia.

The Chair will work closely with Steering Group members, Healthwatch staff, local stakeholders, and the host organisation to champion the voices of Coventry residents and promote continuous improvement in health and social care services.

The role requires maintaining the independence and political neutrality of Healthwatch Coventry at all times

Why become Chair?

This is an opportunity to:

- Shape strategic priorities and make a genuine difference to the lives of people in Coventry
- Influence local health and social care decision-making
- Help reduce inequalities and improve access to services
- Champion community voices and lived experience
- Provide leadership to support inclusive, community-focused organisations
- Work alongside passionate volunteers, staff, and partners

You will help ensure local people, including seldom-heard communities, are listened to and represented in decisions affecting health and care services across Coventry and the wider Integrated Care System (ICS).

Main Responsibilities

The Chair of the Steering Group will:

Leadership and Governance

- Provide effective strategic leadership to the Steering Group
- Chair meetings in a fair, inclusive, and constructive manner
- Support the development of Healthwatch Coventry's strategic priorities and business planning
- Promote compliance with legislation, contractual and host requirements
- Ensure good governance, accountability, and transparency
- Work collaboratively with the Healthwatch Manager and host organisation
- Promote high standards of conduct and effective decision-making
- Uphold the Nolan Principles of Public Life

Community Engagement and Representation

- Champion the voice of Coventry residents
- Promote equality, diversity, inclusion, and accessibility in all aspects of Healthwatch Coventry's work
- Ensure engagement reflects Coventry's diverse communities and neighbourhoods
- Encourage strong links with local community groups, faith groups, voluntary organisations, and residents
- Support place-based working and neighbourhood engagement approaches
- Understand and promote local priorities affecting Coventry communities, including health inequalities, access to services, and social inclusion

Partnership Working

- Represent Healthwatch Coventry at appropriate meetings and events as required

- Build positive relationships with local health and care partners including:
 - NHS organisations
 - Coventry City Council
 - Voluntary and community sector organisations
 - The Coventry and Warwickshire Integrated Care System Stakeholders
- Promote collaborative working to improve local services and outcomes

Oversight, Performance & Impact

- Support oversight of Healthwatch Coventry's delivery, performance and impact
- Ensure insights lead to measurable service improvement
- Monitor progress against agreed workplan and priorities
- Support risk management and organisational reputation

Safeguarding, Conduct and Accountability

- Adhere to Healthwatch Coventry's safeguarding policies and report any concerns appropriately
- Maintain confidentiality and comply with data protection requirements at all times
- Declare and appropriately manage any conflicts of interest
- Uphold the Nolan Principles of Public Life, including integrity, accountability, openness, and honesty
- Act in a way that reflects the values, independence, and reputation of Healthwatch Coventry
- Maintain political neutrality in all aspects of the role. While providing clear leadership and informed perspectives on health and social care issues, the postholder must not promote or align Healthwatch Coventry with any political party or agenda. Care must be taken to ensure the organisation remains focused on evidence, community voice, and service improvement, and is not drawn into political debate or activity that could compromise its independence or public trust.

Person Specification

We are looking for someone who has:

Essential Skills and Experience

- Strong leadership and interpersonal skills
- Experience of chairing meetings or groups effectively
- Good communication and sound judgement
- Understand local issues affecting Coventry communities
- Ability to work collaboratively and build relationships
- Strategic thinking and decision-making abilities

- Understanding of confidentiality and good governance
- Commitment to equality, diversity, and inclusion
- Interest in health, social care, and community engagement
- Confidence using Microsoft Office and online meeting platforms such as Microsoft Teams.

Desirable

- Knowledge of health and social care systems
 - Experience working with voluntary, community, or public sector organisations
 - Experience involving local residents or community groups in decision-making
 - Awareness of place-based working, community development, or neighbourhood engagement approaches
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Commitment to Inclusion and Local Communities

Healthwatch Coventry welcomes applications from people of all backgrounds and experiences. We particularly encourage applications from people who reflect the diversity of Coventry's communities and from individuals with lived experience of health and care services.

We are committed to:

- Inclusive and accessible engagement
- Reducing health inequalities
- Reaching underserved and seldom-heard groups
- Supporting community-led approaches
- Ensuring local voices shape local services

Reasonable adjustments and support can be provided throughout the recruitment and volunteering process.

Time Commitment

The Steering Group typically meets once every 2 Months for approximately 2 Hours. Expected additional commitment (e.g. 3–6 hrs/month) may occasionally be required for:

- Reading meeting papers
- Community events

- Partnership meetings
- Training and development

Meetings are held in our local office in-person attendance is required.

Support and Training

You will receive:

- Full induction and onboarding
 - Ongoing support from the Healthwatch Coventry team
 - Healthwatch England Chair/Board Training
 - Personal development opportunities and networking across the ICS
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Term and Conditions

- Voluntary role (expenses reimbursed)
 - Term of appointment: 1-2 years (subject to agreement)
 - Appointment subject to 2 references and basic DBS check may be required for this role in line with organisational safeguarding policies
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How to Apply

To apply, please complete our application form:

[Volunteer Application Form – Fill in form](#)

Closing date: Friday 24th July 2026

If you would like an informal discussion about the role or require the information in an alternative format, please contact:

Healthwatch Coventry

Email: info@healthwatchcoventry.co.uk

Telephone: 0300 012 0315

Website: www.Healthwatchcoventry.co.uk

We welcome applications from all sections of the community.