

Healthwatch Coventry

Deputy 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 ensure their voices influence how services are planned, delivered, and improved.

We work closely with communities, voluntary organisations, NHS partners, Coventry City Council, and the wider Coventry and Warwickshire Integrated Care System to help improve services for local people.

Healthwatch Coventry is committed to inclusive engagement and ensuring that people from all communities and neighbourhoods across Coventry have the opportunity to be heard.

Deputy Chair of the Steering Group

The Deputy Chair supports the Chair and Steering Group in providing effective leadership, governance, and strategic direction for Healthwatch Coventry. They will help ensure that Healthwatch Coventry remains responsive to local community needs, show 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 Deputy Chair will deputise for the Chair where required. They will work closely with the Chair, 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 Deputy Chair?

This is an opportunity to:

- Help shape local health and social care services
- Support stronger community voice and involvement
- Influence local decision-making across Coventry
- Champion equality, accessibility, and inclusion
- Support local communities and reduce health inequalities
- Gain leadership experience within a respected community organisation

You will play an important role in ensuring local people's experiences help improve health and care services across Coventry.

Main Responsibilities

Leadership and Governance

- Support the Chair in leading the Steering Group effectively
- Deputise for the Chair where required, including chairing meetings
- Help ensure meetings are inclusive, well-managed, and productive
- Support good governance, accountability, and transparency
- Contribute to the strategic direction and priorities of Healthwatch Coventry
- Work collaboratively with Steering Group members, staff, and the host organisation
- Support compliance with legislation, contractual and host requirements
- Uphold the Nolan Principles of Public Life

Community Engagement and Representation

- Champion the voices of Coventry residents
- Promote equality, diversity, inclusion, and accessibility
- Help ensure Healthwatch engagement reflects Coventry's diverse communities
- Support engagement with underserved and seldom-heard groups
- Encourage strong connections with community organisations, residents, and local networks
- Promote place-based and neighbourhood-focused approaches to engagement

Partnership Working

- Support positive relationships with:

- NHS organisations
- Coventry City Council
- Community and voluntary sector organisations
- Coventry and Warwickshire Integrated Care System partners
- Represent Healthwatch Coventry at meetings and events where appropriate
- Promote collaborative working to improve services and outcomes for local people

Oversight and Performance

- Support oversight of Healthwatch Coventry's work programme and objectives
- Assist with monitoring progress to ensure this leads to measurable service improvement
- Help monitor progress against agreed workplan and priorities
- Support risk management and organisational reputation
- Contribute ideas and challenge constructively where appropriate

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

- Good leadership and communication skills
- Ability to work collaboratively as part of a team
- Confidence contributing and chairing meetings
- Strong communication and interpersonal skills
- Strategic awareness and sound judgement

- Commitment to equality, diversity, and inclusion
- Respect for confidentiality and good governance
- Interest in health, social care, and community engagement
- Basic digital skills including Microsoft Office and online meeting platforms such as Microsoft Teams or Zoom

Desirable

- Knowledge of health and social care services
 - Understanding of issues affecting local Coventry communities
 - Experience in the voluntary, community, health, or public sector organisations
 - Experience engaging with local residents or community groups
 - Awareness of health inequalities and community-focused approaches
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Commitment to Inclusion and Local Communities

Healthwatch Coventry is committed to creating an inclusive and representative Steering Group. We welcome applications from all sections of the community and particularly encourage applications from individuals who reflect the diversity of Coventry's population.

We are committed to:

- Inclusive and accessible engagement
- Reducing inequalities
- Supporting community voice
- Reaching underserved and seldom-heard communities
- Ensuring local people influence local decisions

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. 2–4 hrs/month) may occasionally be required for:

- Reading meeting papers
- Community events and engagement

- 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 Deputy Chair/Board Training
 - Reimbursement of agreed reasonable expenses
 - Opportunities to develop leadership and governance experience
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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 conversation 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.