



Aberdeenshire
Health & Social Care
Partnership

Stakeholder Member

Full Role Description

August 2019



Contentsr

1	Your introduction to involvement	3
1.1	Legal Responsibility to Involve People	3
1.2	Stakeholder Members	3
<hr/>		
2	The Role of a Stakeholder Member	4
2.1	Represent Views	4
2.2	Contribute to Good Governance	5
<hr/>		
3	What Skills and Qualities do I need?	6
<hr/>		
4	Managing Expectations	7
4.1	What You Can Expect From Us	7
4.2	Our Expectations	7
<hr/>		
5	What Training Will be Given?	8
<hr/>		
6	PVG and Code of Conduct	9
6.1	Disclosure and the Protecting Vulnerable Groups (PVG) Scheme	9
6.2	A Brief Guide to Standards of Conduct	9
<hr/>		
7	Extending or Ending your Commitment	10
7.1	Length of Office	10
7.2	What if being a representative is not quite what you expected?	10
<hr/>		
8	References	10

1 Your introduction to involvement

1.1 Legal Responsibility to Involve People

The Aberdeenshire Health and Social Care Partnership (the Partnership) values the contribution that groups and people who live in our communities can bring to decision making.

Health and Social Care Partnerships have a legal responsibility to involve people and include key stakeholders within decision making processes in order to utilise their advice and experience. In response to this we welcome representation on our Integration Joint Board (IJB) and Strategic Planning Group (SPG) in the form of Stakeholder Members.

Stakeholder Members are invited to represent the Public, Carers, Staff and the Third Sector as expressed in the figure below.

Figure 1



1.2 Stakeholder Members

No formal qualifications are needed to become a Stakeholder Member. Generally, the sort of people we look for:

- Have an interest in the Partnership and health-related issues
 - Are able to work in a team and with working groups
 - Are able to look at things with an open mind
 - Are able to listen to other people's points of view or experiences
-

Your role will be to:

- Use your experience to ensure decisions consider the stakeholder group you represent
- Be willing to suggest and influence changes to services or plans
- Take an active role in groups or projects with our support

2 The Role of a Stakeholder Member

2.1 Represent Views

A stakeholder member is someone who is able to comment on and influence decision making. In terms of the IJB Stakeholder Members do not have voting rights. Stakeholder Members should use their own knowledge and experience to consider the impact of decisions on the individuals or groups that they represent. It is important that they are connected to other people in their stakeholder group in order to give others the opportunity to express what is important to them. Naturally the individuals that comprise these stakeholder groups will be diverse, as such, the appointed person must be able to demonstrate the appropriate experience and skill to reflect the breadth and diversity of views and situations of the individuals or groups that they represent.



Stakeholder Members will;

- Champion stakeholder involvement as equal and expert partners at all levels and link in with others to enlarge the pool of views being collected and represented locally.
- Use local networks, groups and forums (including social media where appropriate) to encourage and maintain links with the IJB or SPG.
- Ensure your involvement is reflective of the views of a wider range of people by engaging as fully as possible with others.
- Seek information and identify trends objectively, aiming to understand patterns of experience rather than giving prominence to individual or personal experience.
- Be given the opportunity to raise suggestions, concerns or issues and have these debated and minuted.
- Collate and filter information from meetings you attend in order to report back to others, including sharing the outcome of any issues they raised.
- Share information without breaching operational or individual confidentiality.
- Recognise that there may be people will have different views from their own and manage that relationship so those voices are still heard.

2.2 Contribute to Good Governance

Stakeholder Members will;

- Abide by the standards of the Model Code of Conduct for Members of Devolved Public Bodies <https://www.gov.scot/publications/model-code-conduct-members-devolved-public-bodies/> and Aberdeenshire's code of conduct 'Involving You in the Work of Aberdeenshire Health and Social Care Partnership'.
 - Contribute to discussions and provide advice and scrutiny from the perspective of the stakeholders they represent
 - Contribute to ensuring that Integration Authorities implement their statutory obligations.
 - Be prepared to raise relevant points and question meeting papers and accompanying evidence appropriately, for example about the extent to which their recommendations are inclusive of or impact on the stakeholders they represent.
 - Acknowledge the limits of your expertise, and address these through training.
 - Remain politically independent.
 - Develop good working relationships with other experts, professionals and stakeholders.
 - Keep abreast of and connected to developments in other areas, to inform good practice locally.
-

3 What Skills and Qualities do I need?

No formal qualifications are required for this post. The following skills and knowledge that may be helpful include;

- Understanding of the Principles and Philosophy of the Partnership's Strategic Plan.
- Knowledgeable about the local and national context in which Health and Social Care Partnerships, Local Authorities and Health Boards operate.
- Familiar with the language and terminology of Health and Social Care, and/or prepared to ask when something is unclear.
- Able to develop relationships of mutual respect, inspiring trust and confidence with fellow colleagues.
- Diplomatic, e.g. able to present information in ways that can be heard and understood by colleagues; able to respond to other people's reactions to the opinions they express and anticipating and/or resolving potential issues early.
- Ability to facilitate and encourage active engagement.
- Ability to listen to and represent the views of others (even if they are different from your own)
- Objective and independent, able to advocate on behalf of others/other points of view, without taking things personally
- Compassionate, patient, persevering and committed
- Excellent communication and interpersonal skills
- Confidence in public speaking

It is essential that the Stakeholder Members live in the Aberdeenshire Community and can prepare for, travel to and attend meetings on a regular basis. You should have the ability to communicate via email.



4 Managing Expectations

4.1 What You Can Expect From Us

As someone who has agreed to become involved as a Stakeholder Member you can expect;

- To be treated as an equal partner with your views taken seriously.
- Expect meetings to take place in a professional, approachable and accessible atmosphere where all contributions are welcomed.
- To be able to step down at any time, knowing that it will not affect any future care, treatment or services.
- To be given support or training and any information that you need, free of jargon (or jargon explained) and in a format that is suitable for you.
- Have easy access to information, including relevant strategies, contracting and commissioning plans, budgets and Green Papers.
- That your involvement will not impact on your care, treatment or services.
- To have personal information about you kept confidential.
- To be given a clear remit of your responsibilities, which will include the length of time you are expected to be involved.
- To be able to opt out of anything you don't feel comfortable with or find stressful.
- To be introduced to colleagues, and have their jobs and roles explained to you.
- To be consulted about decisions which affect you.
- To be sent papers of meetings in your preferred format, at least one week before the meeting.
- To be provided with a point of contact to request the support and guidance you need.
- To be informed about what has happened as a result of your involvement.
- To be able to claim your travel and other agreed expenses.

4.2 Our Expectations

As a Stakeholder Member we expect you to;

- Follow relevant policies and procedures (e.g. no smoking policy, equal opportunities, health and safety). We will ensure you have access to appropriate documents.
 - Follow rules of confidentiality and not discuss personal or sensitive information outside of meetings. We will ask you to sign a confidentiality agreement.
 - Take part in an initial induction session and any other briefings or training sessions as required.
 - Read papers for meetings before you attend and if unable to attend, give your apologies in good time if possible.
 - Follow the expenses policy for Stakeholder Members.
 - Remember that any contact with the media (newspapers, television, radio) or through social networking will be handled by Corporate Communications.
-

- Provide references or complete Scottish Disclosure/PVG Scheme Membership documents if required by us. We will guide you through this process.
- Declare any interests, employment or otherwise, which may conflict with your involvement with the Partnership. This will not necessarily stop you joining.
- Raise any concerns or difficulties you experience.
- Inform us if you no longer wish to be a representative.

Please be aware that your name will appear on minutes of meetings which can then go on to the Partnership website. Please inform us should this be of any concern for you.

5 What Training Will be Given?

All Stakeholder Members will be provided with induction training to ensure that they are able to carry out their duties to the highest standard. This training will include;

- The structure, governing legislation and work of the Partnership, details of your point of contact and information on where you can find further support.
- The Code of Conduct for Board Members and Ethical Standards Framework.
- Information on policies and procedures that you must follow

Stakeholder Members can access training online through ALDO at any time. The online training is designed for IJB members however it may also be useful to SPG members.

[Integration Joint Board - Roles & Responsibilities](#)

[Induction for Integration Joint Board \(IJB\) members](#)



6 PVG and Code of Conduct

6.1 Disclosure and the Protecting Vulnerable Groups (PVG) Scheme

As a general guide we will only carry out a Disclosure Check if you are going to be in direct and unsupervised contact with patients, service users, carers and the public. This will normally require a Standard Disclosure. It is not expected that Stakeholder Members will require a disclosure check or to join the PVG scheme however if this becomes appropriate as the role develops we will help you with your application process and pay any fees. We will also pay for a Scheme Record Update, if required, if you are already a member of the PVG Scheme.

The Partnership can request your membership of the PVG Scheme or a Scheme Record Update at any time, but we will always do this in consultation with you.

6.2 A Brief Guide to Standards of Conduct

Staff within the Partnership are required to follow standards of business conduct. We ask that Stakeholder Members should observe these standards too.

From time to time, you may be involved in activities or projects which will bring you into contact with commercially sensitive information, for example when examining bids or business proposals for service developments.

Please do:

- Be impartial and honest in any official business you carry out on behalf of the Partnership.
- Ensure the interests of people who use services are paramount.
- Disclose any of your other interests – employment, business or voluntary, which might conflict with your involvement.
- Ask for advice when required.

Please do not:

- Accept any gifts or inducements or inappropriate hospitality.
 - Abuse your involvement with the Partnership for personal gain or to benefit family or friends or to benefit another organisation (voluntary or private), over and above the expenses you are entitled to claim.
 - Unfairly advantage one competitor over another or show favouritism.
 - Misuse or make available “commercial in confidence” information.
-

7 Extending or Ending your Commitment

7.1 Length of Office

Any appointment will have an introductory probation period of 1 year. At this point a review will take place to ensure suitability both to the organisation and to the individual. Following successful completion of the probation period the position can be extended by mutual agreement.

7.2 What if being a representative is not quite what you expected?

Involving people in the work of the Partnership should go smoothly. However, just occasionally, it may not work out for you, or it may not be what you expected. This may only become apparent after induction and once you have started to attend meetings or meet with other people. In the vast majority of cases, such problems can be sorted out satisfactorily and quickly through an informal discussion.

Stakeholder Members will be asked to sign an agreement prior to their appointment that states what is expected. Should there be a problem which cannot be resolved on an informal basis, it may be necessary for us to put things on a more formal footing. Should this ever happen, you will always be kept informed about what to expect. It is rare for us to do this, but we may put in place a process which could lead to you being asked to leave.



8 References

This role description has been adapted from 'Role description for H&SC Partnership Carer Representatives' from the Coalition of Carers issued as part of the [Equal, Expert and Valued report](#)
