

Candidate brief for the position of

Chair of the Board First Community Health and Care

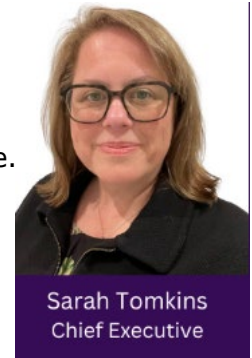


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Dear Candidate,

Thank you for your interest in the role of Chair at First Community Health and Care. This is a pivotal leadership appointment for our organisation, and I am delighted that you are exploring the opportunity of applying for this important role.



We are embarking on several key initiatives aimed at expanding our services, driving sustainable growth, and fostering a culture of innovation and excellence. To navigate these exciting, yet challenging times, we seek a Chair of the Board who can provide robust governance, strategic oversight, and support to our executive team. This is an exciting time to join our Board as Chair to help support our ambitions.

You will believe passionately in quality and in providing visible leadership in partnership with the Chief Executive Officer and Board members, engaging credibly with a wide range of patients, external stakeholders, clinicians, and other staff across the health and care landscape to help us achieve our goals.

You will demonstrate evidence of successfully delivering the NHS Leadership competencies in other roles. In addition, you will possess a leadership style that role models respect and adopts compassionate and inclusive leadership with a demonstrable commitment to equality, diversity, and inclusion (in respect of boards, patients, and staff). A clear commitment to the NHS and the organisation's values and vision are essential.

In this role, you will be instrumental in guiding the Board's efforts to support the organisation's strategic objectives, ensure compliance with governance standards, and enhance patient experience. Your experience and insight will be invaluable in helping us to navigate the complexities of community healthcare, identify new opportunities, and mitigate risks. Moreover, we recognise the importance of a strong, collaborative, and respectful boardroom culture. Your ability to foster this environment while effectively guiding and challenging discussions will be critical to our success.

We are looking for an outstanding candidate who wants to use their energy, skills, and experience to help drive the delivery of sustainable healthcare services for the people we serve. We play a critical role in our health and care economy as a multi-disciplinary community services provider. Our strategic approach, which is focused on People, Performance, Partnership and Planet is at the heart of our decision making and we deliver vital services for our system making an important contribution both to our East Surrey Place-Based Partnership and to the wider geography that we serve.

We are looking for a new Chair with the leadership and integrity to realise our vision which is to work in partnership with people living and working in our community to deliver outstanding lifelong local NHS healthcare, supporting everyone to achieve their potential.

You will have experience of leading at board level in a complex organisation and must be willing to develop a deep understanding of the NHS and wider care sector. You will be a leader who is committed to improving outcomes for patients with empathy and kindness who will listen and hear our staff and communities. You will, through your engagement with our staff and other stakeholders, understand and shape our culture and values further.

You will have a demonstrable interest in health and social care and a strong desire to achieve the best sustainable outcomes for all patients and service users through encouraging continuous improvement, clinical excellence, and value for money. You will also be effective in influencing and shaping collaborative working across our integrated care system.

You should demonstrate a clear commitment to the NHS and the organisation's values and principles. Clear experience of building effective teams, encouraging change and innovation, and shaping an open, inclusive, and compassionate culture through setting the right tone at the top and championing diversity at, and

across, all levels is vital in this role. Experience in managing conflict, finding compromise, and building consensus across varied stakeholder groups with potentially conflicting priorities is also important.

You will bring excellent leadership and influencing skills with the capability to work across all parts of our local health and social care system to drive forward collaborative programmes of work. You will be an experienced Non-Executive Director who may be seeking your first Chair role. You may already be working in the healthcare sector or outside healthcare with highly transferable skills and expertise, and we will support the successful candidate to enable them to become a highly effective leader of our organisation and our system.

I hope that this pack will give you all the information you require but please do not hesitate to contact Gemma Gilchrist (gemma.gilchrist@nhs.net) if you need any further information. Thank you for considering this opportunity with First Community. We look forward to the possibility of welcoming you to our Board and working closely with you to shape the future of our organisation.

Sarah Tomkins
Chief Executive Officer

About First Community Health and Care

First Community is an award-winning, employee-owned social enterprise (community interest company), providing community healthcare services to people living in east Surrey and parts of West Sussex.

Our Services

First Community is part of the NHS family and delivers Care Quality Commission (CQC) Good (2022) rated services, (with some areas of outstanding care delivery noted). We strive constantly to improve the community healthcare services we provide. Our passion is to deliver the highest quality of care for patients and carers.

We provide community health services for adults and children and are commissioned by NHS Surrey Heartlands, NHS England, Surrey County Council and NHS Sussex. Our services include:

- Community nursing (including district and specialist nursing)
- A wide range of adult and children's therapies provided in clinics and in people's homes
- A rehabilitation in-patient ward
- A Minor Injury Unit for age 5 plus
- An Urgent Community Response service
- Health visitors, school nurses and childhood immunisation services
- We provide children and family services in east Surrey under the Children and Family.

Health Surrey brand. For further information, see Appendix 1.

Our Vision, Mission, and Behaviours

Our vision is to work in partnership with people living and working in our community to deliver outstanding lifelong local NHS healthcare, supporting everyone to achieve their potential. Our values are First rate Care, First Rate People, First Rate Value.

Our vision and values are underpinned by a behaviours framework:



Our Strategy

Our strategic approach guides our annual business planning and our strategic direction as an organisation. It is focused on four key areas:

- People – people are our greatest asset. We want to retain the workforce we have, recruit the best people to support the delivery of first-rate care and to ensure all staff feel valued, respected, and supported. This will be via delivery of the People Plan and focused on some specific key deliverables
- Performance – performance focusses on the delivery of contracted services and the tools/capability needed to effectively measure and monitor performance. This includes financial and workforce performance to provide effective assurance to the FCHC Board and to commissioning bodies and enables demonstration of both impact and value
- Partnerships – partnerships are key to the delivery of our current contracted services but also to the future of First Community in the context of readiness to bid for and be successful in any procurement process for contracts. Being the partner of choice across multiple pathways and re-designed delivery vehicles is key to future success. Equally important are internal partnerships and relationships to support the business to function effectively and efficiently, but also to support staff wellbeing, improve morale and reduce duplication of effort
- Planet – as a responsible organisation, we are committed to delivering our Sustainability (Green) Plan and contribute to the reduction of the carbon footprint made as part of delivering NHS services. We have a duty to look at both environmental and financial sustainability as we deliver, re-design or develop our services.

Our Board and Governance

The [Board of Directors](#) is responsible for our operations and affairs. The Board is also responsible for ensuring that First Community as a Community Interest Company is organised and operated in a manner consistent with its Articles of Association as an employee-owned social enterprise. The Board is supported by our Council of Governors, our staff shareholder representative group, and our Community Forum of local community partners. Everyone employed by First Community automatically becomes a shareholder and is represented by our Council of Governors or can apply to become a Governor themselves.

For more information on our governance, please see: <https://www.firstcommunityhealthcare.co.uk/about-us/governance>

For more information on Community Interest Companies, please see Appendix 2.

Our Outcomes

We are proud of our outcomes and contributions including the following highlights:

- Good CQC overall rating for the organisation
- We were the top performing NHS provider for all seven of the themes in the annual NHS Staff Survey (2023) including the highest percentage of staff who would recommend the organisation as a place to work
- We are financially strong with a healthy reserve and have made operational surpluses for the last five years, allowing us to reinvest in our services in line with our principles as a Community Interest Company
- The National Freedom to Speak Up Guardian recognises First Community for ranking first across all Speaking Up questions and, in some cases, having scores improving where most organisations are

deteriorating in the NHS 2022 staff survey

- We were listed as a top 50 Employee-Owned company for the third year running.
- We launched our Urgent Community Response Service giving east Surrey residents the right care in the right place at the right time, which supports our acute partners by helping to prevent hospital admissions or readmissions
- We have built on the successful launch of our First Community Network, which gives local people the opportunity to have an input into the way community health services are provided and developed in east Surrey and parts of West Sussex
- Our Audiology Service has been a United Kingdom Accreditation Service (UKAS) accredited provider since Feb 2014
- Since 2018, First Community has been accredited with the ISO45001 certification for our H&S management and commitment to health and safety of our staff, patients, and the public
- First Community takes managing patient, staff, and corporate data seriously and is committed to achieving the highest standards. To this end First Community meets and exceeds the NHS Data Security & Protection Toolkit (DSPT) standards.

Our Priorities for 2024-25

Strategic Priorities – Four Themes

2024/25 Vision: To work in partnership with people living and working in our community to deliver outstanding lifelong local NHS healthcare, supporting everyone to achieve their potential

Strategic Theme 1 People	Strategic Theme 2 Performance	Strategic Theme 3 Partnerships	Strategic Theme 4 Planet
<p>PE 1 – Preparing for the future – ensuring resource is used efficiently, effectively, economically, enabling FCHC to provide safe, excellent care to citizens and service users and recognise the impact for our staff (Recruitment and Retention)</p> <p>PE 2 – Health & Well-being of FCHC people – our people are safe, healthy & well in their mental and physical well-being & can express when they are not 'okay'.</p> <p>PE 3 – Inclusion for all – everyone has what they need to bring their whole authentic self to work as it is a just, safe and respectful place to work.</p> <p>PE 4 – Developing FCHC people and teams that span organisational boundaries, our people will be equipped and empowered to fulfil their potential, leading to individuals/ teams having the skills & knowledge to autonomously make the right decisions quickly & confidently.</p>	<p>PF1 – Develop the BI capability to enable self-serve interrogation and analysis at local team level., ensuring that all services/pathways have reportable outcomes/impacts.</p> <p>PF2 – Evidence of delivery of the neighbourhood and place delivery model of care .</p> <p>PF3 – Ensure that there are reporting systems that are fit for purpose and support the measurement of outcomes and efficiency and safety.</p> <p>PF4 – Ensure we meet the requirement to deliver efficiencies and have a balanced budget by the end of the year</p> <p>PF5 – raised the awareness and access to performance data to all shareholder.</p> <p>PF6 – Fit for the Future review and transformation of corporate services</p>	<p>SP1 – Be an effective and collaborative partner, establishing FCHC as a system leader in Health and Care in East Surrey and West Sussex (or beyond).</p> <p>SP2 – Design and implement new clinical leadership model across neighbourhoods</p> <p>SP3– Ensure that the Patient and public Voice is stronger and more vibrant through supporting more quality improvement and transformation work with greater local knowledge.</p>	<p>RC1 –To focus on sustainability in all we do which will be achieved via our Green Plan for which we are in year 3 towards delivering 26% CO2e against our 2019/20 baseline in 202526</p> <p>RC2 - Respecting Resources/Reducing environmental impact, delivering care that is Net Zero Carbon, minimising our impact on the environment and respecting natural resources.</p> <p>RC3- Healthier Lives/Improving wellbeing: supporting the health and wellbeing of our patients, staff, and communities.</p> <p>RC4 - Streamlined process and pathways; making best value from our financial and other resources through forward thinking and sustainable decision making.</p>

Playing our part in NHS Surrey Heartlands

First Community is part of NHS Surrey Heartlands. This is a partnership where health organisations, the local authorities and other health and care partners take a collective responsibility for improving the health of the local population, managing resources (including money), and making sure services are high quality. The partnership includes the Integrated Care Board and Place Boards, acute hospital trusts, mental health, community services, primary care, ambulance Trust, hospice, local authorities, Healthwatch and voluntary community and social enterprise providers.

East Surrey Place

First Community are a core member of the leadership of East Surrey Place – one of four ‘Places’ within the Surrey Heartlands Integrated Care System. Closer working together at place level will enable East Surrey Place to provide joined up services that meet and respond to residents’ needs; enable and empower our residents to create and live healthy lives; and support them to take responsibility for their health and wellbeing. As an alliance of partners, we have co-developed our place vision, priorities, and infrastructure.

In east Surrey as an alliance with partners in health and care, we commit to thinking first at ‘Neighbourhood’ level in our transformation work and in doing this ensure that we hear and respond to the citizen voice to enable health creation and prevention at this level.

Through our five transformation programmes (Prevention and Communities, Ageing and Dying Well, Mental Health, Long Term Conditions and Urgent and Emergency Care, Children and Young People) where we are designing or transforming services across partners, we will look at how this could be delivered first at a neighbourhood level and how resource – both financial and workforce – can be used for health creation and upstream prevention as well as service provision.

Within our own organisations as we make changes to services, we will be open to the need to deliver at a neighbourhood level that enables collaboration between named individuals rather than organisation and will share the challenges to achieving this back to the Alliance with the aim of mitigating and addressing them.

We will commit to increased citizen engagement in our work and use the development of Neighbourhood Health and Wellbeing Networks to support this, both to share our progress and enable us to respond to community identified health needs.

Chair of the Board

Job Description

Job Title:	Chair of the Board (non-executive director)
Department:	Corporate – Board of Directors
Reports to:	Shareholders through Council of Governors
Band:	N/A

1. Job Summary

The post-holder will lead our Board of Directors and support our CEO in ensuring high standards of probity and governance are maintained at all times and that the company operates within the terms laid out in the Articles of Association, its NHS Operating Licence, statutory obligations and in accordance with company law. Alongside the Board, s/he will work closely with the board and the Council of Governors to help determine the strategic direction of the company. The post holder will be required to demonstrate personal actions and behaviours in line with the NHS Leadership Competency Framework.

Our organisation is part of the Surrey Heartlands Integrated Care System and is a key partner in East Surrey Place. As a result, the Chair will be required to network extensively to support operation in a constantly changing and challenging landscape with ambiguity as the norm and an ever-constant demand for increased productivity, efficiency savings and demonstrable value for money.

2. Key responsibilities

The key responsibilities are best summarised as:

- Provide firm, clear leadership of the organisation discharged through the effective working of the Board and by a positive, constructive relationship with the Chief Executive, Non-Executive and Executive Directors and Governors; similarly, good relationships with key personnel in the local health and social care economy, the wider business community, and the political environment.
- Articulate the Company's vision, values, and strategy to a variety of audiences essential to the successful performance of the organisation in terms of contract delivery and securing continued and new business.
- Chair the Board of Directors in such a manner that facilitates effective working, embraces constructive challenge, well-informed decision-making, manages / resolves conflict and draws sound assurance. Additionally, motivates the Board into being and sustaining itself as a high-performing team able to deal with adversity and success to best outcome.
- Uphold the principles of strong governance in line with UK Corporate Governance Code best practice, adhere to the Nolan Principles for the code of conduct for services in public life, and

promote compliance with Company Law and all such other relevant legislation.

- Ensure through the Executive and the rigour of good governance high standards of patient safety, care delivery and financial management within available resources. This to also be informed by an up-to-date working knowledge of the issues affecting and influencing services and by making personal visits to see the services firsthand.
- Support the Chief Executive in the execution of their duties by acting as a "critical friend" when the occasion requires and ensuring they have an appropriate personal development plan.

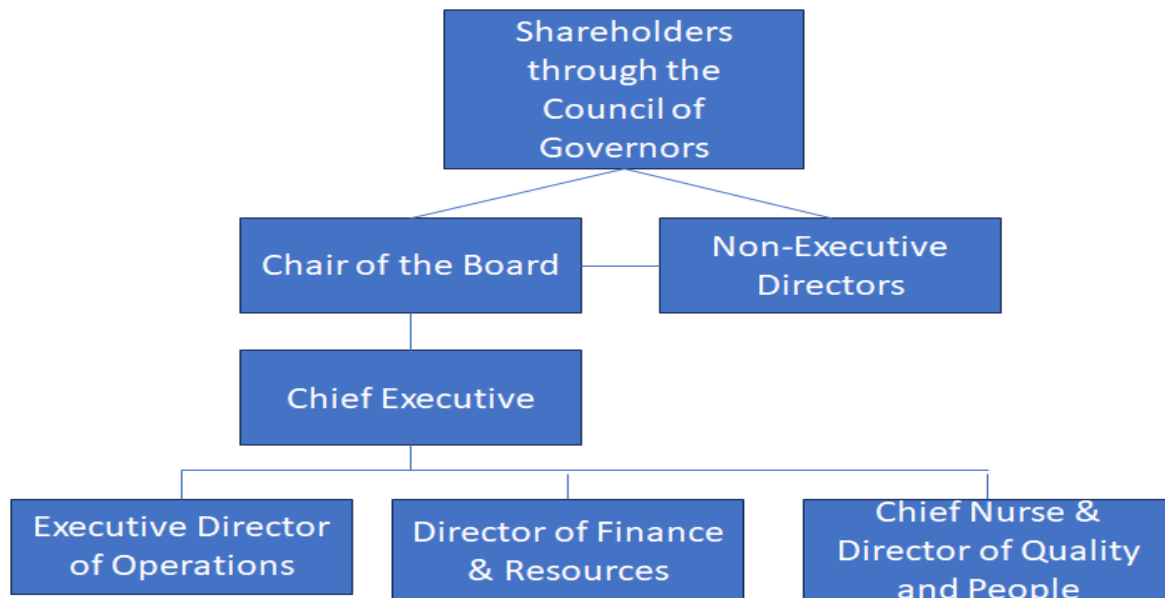
Other main responsibilities are:

- Maintain an appropriate governance structure to discharge effective governance using the skills set and expertise of Non-Executive Directors in allocating them to specific Committees including determining who shall chair each sub-committee. This includes determining individual NED workload and portfolio that draws on their respective strengths and interest areas; this in consultation with the person concerned. It also requires the Chair to carry out a skills audit of the Board when appointing a new or replacement NED and to participate fully in any such appointment.
- Appoint a Vice-Chair for the Board and Chairs of Board Sub-Committees from the NED group with annual review.
- Foster a values-based, learning culture throughout the organisation that holds the patient / client experience central to all that it does and actively ensures, as far as practically possible, the well-being of staff whilst remaining commercially aware and financially prudent.
- Promote the 'brand' that is First Community Health and Care within the local health economy and across the wider business environment pursuing a positive line in commerciality.
- Develop / nurture an effective network to foster good working relationships with a variety of persons / parties so to exert positive influence and assistance in the promotion of the Company.
- Participate in the various Chairs' Forums within the Surrey Heartlands ICB and, where appropriate, neighbouring ICB/ICS, Academic Alliances and national groups / forums advocating the Company's role and contribution in determining strategy and delivering outcomes.
- To attend the quarterly ICB meeting in public for stakeholders, Surrey Heartlands Chair meetings and network with various other Chairs from partner organisations via one-to-one meetings.
- Represent the Company at relevant business and social occasions undertaking such public speaking engagements as may be required

to help promote the standing of the Company and / or recognise the contribution of other parties that assist in the Company's success.

This is not an exhaustive list but serves to illustrate the main areas for attention and delivery.

3. Team structure



4. Quality

- Role model and actively create a culture of learning and openness that fosters speaking up and involvement.
- Work with the CEO and Executive Assistant to ensure that board papers are concise, accurate, informative, and relevant, and that decisions taken at meetings are implemented.
- Summarise and present complex information in a clear and logical manner and in report form.
- Manage a variety of information from different internal and external sources.
- Communicate highly complex matters and in difficult situations.
- Communicate and engage with patients, families, staff, and external agencies in a positive and compassionate way.

5. Education and Training / Self-Development

- Identify own training and development needs and undertake appropriate training/education as required.
- Participate in an annual individual performance review process where objectives will be agreed, performance monitored, and personal development needs discussed.
- To attend all statutory and mandatory training as and when required to do so.
- To adhere to all Policies and Procedures as applicable.

Person Specification

As the attached job description outlines the main duties and responsibilities of this post, so the person specification lists the requirements necessary to perform the job. Candidates will be assessed according to the extent to which they meet the specification. It is therefore important that applicants pay close attention to all aspects of the person specification when deciding if their skills, experience, and knowledge match these requirements.

Job Title:	Chair of the Board
Department:	Corporate – Board of Directors
Reports to:	Shareholders through Council of Governors
Band:	N/A

Criteria for Selection	Essential or Desirable Requirements	Assessment Method
Leadership Qualities, Skills, Experience and Business Acumen		
<ul style="list-style-type: none"> Accomplished leader with Board level experience in a complex organisation 	E	<ul style="list-style-type: none"> Application form Interview Portfolio of evidence
<ul style="list-style-type: none"> Non-executive director experience of three years or more 	E	
<ul style="list-style-type: none"> Strategic thinking and influencing capability able to articulate vision and messages with clarity to diverse audiences. 	E	
<ul style="list-style-type: none"> Ability to establish trust and credibility with a broad range of people at all levels of seniority (including front line professionals) 	E	
<ul style="list-style-type: none"> Demonstrate understanding of collaborative working across the health system. 	E	
<ul style="list-style-type: none"> Ability to handle complexity, ambiguity, and uncertainty with clarity of thought to understand the core issues promptly. 	E	
<ul style="list-style-type: none"> Openness to transformation and driving change to bring about improved outcomes. 	E	
<ul style="list-style-type: none"> Effective in developing and maintaining sound relationship management internally and externally with stakeholders and partner organisations. 	E	
<ul style="list-style-type: none"> Excellent understanding of effective governance practices and an acceptance of the legal and fiduciary duties of the non- executive Board members 	E	
<ul style="list-style-type: none"> Strong facilitation and chairing skills with the ability to manage conflict and take difficult decisions. 	E	
<ul style="list-style-type: none"> A strong sense of self-direction, 	E	

<p>motivation, and confidence.</p> <ul style="list-style-type: none"> • Experience of working in variety of different organisations e.g. public, private, third sector. This may include NHS and / or Local Government provider and / or commissioner experience. • Experience of alternative business models e.g. social enterprise, employee ownership, alliance, and joint venture working • Knowledge of the east Surrey health and social care economy. • Ability to be creative by generating ideas and options. • Experience of quality improvement and user centred approaches particularly in a highly regulated environment. 	<p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>	
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Style and Personal Attributes

<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Strong public service ethos and commitment to excellent patient – centred care and the well-being and development of staff • Approachable and empathetic, strong on emotional intelligence • Numerate and financially literate • Politically astute and adept. • Personal insight into the impact of one’s behaviour on others. • Ability to cope well under pressure. • Capable public speaker with experience of dealing with stakeholders, politicians, and the media. • Ability to adapt style and interpersonal approaches in different scenarios to a good outcome. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>	<ul style="list-style-type: none"> • Application form • Interview • Portfolio of evidence
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Other Requirements

<ul style="list-style-type: none"> • Time commitment – varies but typically 1-2 days per week. • This post is subject to the new Fit and Proper Persons Framework 	<p>E</p> <p>E</p>	<ul style="list-style-type: none"> • Application form • Interview
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Additional Information

<p>Patient Safety and Quality</p>	<p>First community has a learning culture and is committed to celebrating and spreading innovation, continuous improvement and learning from incidents and what we do well.</p> <p>Our Quality Improvement Pathway “New, Learn, Live, Lead” provides all our staff with the opportunity to develop their skills to implement learning and change in everything they do.</p> <p>We strive to create a safe environment for all our staff, service users and others to speak up.</p> <p>We are transparent, keeping our people (service users and staff) at the centre of everything we do, they are our leaders for learning, improvement, and change.</p>
<p>Health Clearance</p>	<p>Health clearance is required for this appointment. Applicants must complete a medical questionnaire, return it to the Occupational Department and, if required, undergo a medical examination before appointment.</p>
<p>Disclosure and Barring Service Checks</p>	<p>A Disclosure and Barring Service check and disclosure will be required before appointment for all posts with access to children or vulnerable adults or where the post holder has access to patient information.</p>
<p>Confidentiality and Disclosure of Information</p>	<p>In the course of your normal work with First Community you will come into possession of confidential information concerning patients, First Community, and its staff. This information should always be treated according to First Community’s rules on confidentiality. Any inappropriate disclosure may be subject to First Community’s disciplinary procedures.</p>
<p>Raising Concerns</p>	<p>Staff may on occasion have genuine concerns about healthcare matters and consequently First Community endorses the principle that these must be raised in a responsible and appropriate manner, and if necessary, using First Community’s Raising Concerns at Work Policy.</p>
<p>Data Quality / Security</p>	<p>The post holder is responsible for ensuring that he/she maintains the integrity and quality of both computerised and manual data.</p>
<p>Acceptance of Gifts and Hospitality</p>	<p>The conduct of staff in the health service should be scrupulously impartial and honest and, in this context, any offers of gifts or hospitality should be discussed with your manager, prior to acceptance.</p>
<p>Codes of conduct and professional standards</p>	<p>All staff must adhere to any codes of conduct or professional standards set by the regulatory bodies with whom they are registered or by professional bodies of which they are a member. It is the post holder’s responsibility to ensure they are familiar with</p>

	these requirements and maintain their professional membership to the relevant body.
Risk	Board Chair is responsible for ensuring that FCHC has proper constitutional and governance arrangements in place and to assess and confirm that the appropriate systems of internal control are in place for all aspects of governance, including financial and risk management.
Health and Safety	All staff are advised that, under the Health and Safety at Work Act 1974 and associated legislation, it is the duty of every employee to take reasonable care for their own health and safety and that of other people who may be affected by their activities at work, and also to co-operate fully with First Community and others in connection with any arrangements to satisfy the statutory duties and responsibilities under the Act, including undertaking appropriate mandatory and health and safety training.
Infection Control	All staff must at all times be aware of their responsibilities for ensuring infection control and to maintain hygiene standards in accordance with infection control policies and instructions.
Personal Property	First Community is unable to accept responsibility for articles of personal property lost or damaged on its premises whether by burglary, fire, theft or otherwise and staff are advised to insure against all risks.
Equal Opportunities	Equality of opportunity is an integral part of First Community's recruitment and selection process and recruiting managers must ensure that they comply fully with First Community's Equality & Diversity Policy. First Community aims to ensure equality of opportunity for all irrespective of their age, colour, creed, ethnic or national origin, marital status, nationality, physical or mental disability, race, religious belief, sex, or sexual orientation.
No Smoking /Vaping	Smoking or vaping by staff, patients, and visitors, will not be permitted anywhere on First Community premises.
Security	Staff must wear their identity badge at all times to assist in maintaining the security of the organisation; be observant, and not afraid to enquire of people as to their business in the organisation. Any suspicious behaviour must be reported.
Safeguarding children and vulnerable adults	First Community as an employer is committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment. If the post is one that involves access to children and vulnerable adults during the course of their normal duties, an enhanced Disclosure and Barring Service (DBS) check will be required. All employees have a responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

	<p>All clinical staff have a responsibility to understand the principles of the Mental Capacity Act (DH, 2005) to ensure people who are 16 and over are empowered to make decisions for themselves. It is the responsibility of clinical staff to assess capacity within their particular remit of care provision; to identify, act and support those who lack capacity to make specific decisions.</p> <p>All Board members have the obligation to complete mandatory safeguarding training.</p>
Health and Wellbeing	<p>At First Community we work to ensure that all our employees are supported to feel their best with our Workplace health and wellbeing programme. This provides all First Community employees with the opportunity to engage in a number of health and wellbeing related activities to help support their health and wellbeing. As an organisation we also offer all our employees an Employee Assistance Programme which provides employees and their families with a confidential 24-hour support, 7 days a week on a wide range of personal and work topics.</p>
Sustainability	<p>Sustainability is integral to First Community achieving the NHS Net Zero target. All staff are therefore actively encouraged and supported to implement new ways of working within their field of expertise.</p>

How to Apply

Applications:

To apply, please submit a comprehensive CV along with a covering letter to gemma.gilchrist@nhs.net, which sets out your interest in the role and encapsulates the aspects of your experience relevant to the required criteria. Please include the names and addresses of two referees. Referees will not be approached until the final stages and not without prior permission from candidates.

The deadline for applications is **Monday 21 October 2024**. Candidates will be advised if they have been shortlisted by **Friday 1 November 2024**. Shortlisted candidates will be invited to interview on **Monday 18 November 2024**. The format of the final interview will involve an interview panel with formal questions and a stakeholder panel with a discussion topic – to be communicated once invited to interview.

Applications Should Include:

- A covering letter explaining why the appointment interests you, how you meet the appointment criteria and what you specifically would bring to the post.
- A Curriculum Vitae (CV) with education and professional qualifications and full employment history. It is also helpful to have daytime and evening telephone contact numbers and e-mail addresses, which will be used with discretion. The CV should include names and contact details of two referees, covering the last 3 to 5 years. References will not be taken without applicant permission.
- The successful applicant will be subject to Occupational Health and Disclosure and Barring Service checks and is subject to the Fit and Proper Persons Requirement (FPPR) (Regulation 5, The Health, and Social Care Act 2008 (Regulated Activities) Regulations Act.

More Information:

More information about First Community can be found on our website including our Annual Report, Business Plan, and most recent CQC Inspection Report.

If you have any questions about the process, the timetable, or you wish to discuss your suitability for the post or arrange a telephone call with our CEO or Deputy Chair/NED, please do not hesitate to contact Gemma Gilchrist, Executive Assistant, on 07483 049356 or gemma.gilchrist@nhs.net

First Community is a staff owned social enterprise providing NHS community healthcare services across east Surrey and parts of West Sussex.

Find out more about us:
www.firstcommunityhealthcare.co.uk

Our services

Healthcare for children, young people and families

As part of Children and Family Health Surrey, we provide NHS community public health and therapy services in homes, schools and community settings, for children and young people aged 0-19 and their families.

We provide health visiting, immunisations, school nursing, physiotherapy, occupational therapy and speech and language therapy.

We also provide support for potentially excluded or vulnerable groups such as the Gypsy, Roma and Traveller community and asylum seekers/refugees.

Treatment of minor injuries for people aged 5 and over

Our Minor Injury Unit at Caterham Dene Hospital is open 7 days a week from 8am – 8pm providing NHS care for people with minor injuries that cannot be managed by a GP or practice nurse.

The Minor Injury Unit, run by qualified emergency practitioners, is a convenient alternative to A&E and provides investigations such as x-rays, and treatments to avoid admission to hospital.

Rehabilitation following an injury or illness

Our adult community nursing and therapy teams provide NHS care at home, in clinics and at our Caterham Dene Hospital Ward following a period of illness or injury.

Care may be provided by community nurses, district nurses, occupational therapists, physiotherapists, speech and language therapists, dietitians, audiologists, podiatrists and orthotists.

Specialist treatments and support with long-term conditions

Our adult community teams provide NHS care at home and in clinics for people requiring specialist treatment and those with conditions requiring ongoing management.

Care may be provided by community nurses, district nurses, specialists in heart failure, stroke and neurological conditions, pulmonary rehabilitation, respiratory, continence, falls and tissue viability.

Delivered in different community settings



Homes



Community hospital



Community health centres/clinics



Schools



In partnership with many other settings including primary care, social care and the local NHS acute (hospital) trust



Our values

First-rate care:

We're committed to providing high quality, responsive and safe care.

First-rate people:

We're caring, conscientious, compassionate and approachable people, supported to develop our potential.

First-rate value:

As a social enterprise, we offer the NHS great value for money and are continuously improving our services.

 @firstcommunityhcnhs

 @1stchatter

 firstcommunityhealthandcare

 [linkedin.com/company/first-community-health-&-care-c-i-c-](https://www.linkedin.com/company/first-community-health-&-care-c-i-c-)

 www.tiktok.com/discover/first-community-health-and-care

Appendix 2

About Community Interest Companies

A Community Interest Company is a limited liability company created with the specific aim of providing benefit to a community. It is a relatively new legal structure, designed to meet the needs of social enterprises and 'not-for-profit' projects, which combine the pursuit of a social purpose with commercial activities. A community interest company shares many of the features of a limited company, in that it is incorporated and the financial liability of its Directors is limited to a nominal amount.

Community interest companies cannot also be charities, but the form provides recognition of the organisation's 'not for personal profit' status and community benefits, whilst providing greater flexibility than charitable status.

Key Features

A Community Interest Company:

- has the features and identity of a limited liability company.
- must comply with company law and special CIC legal requirements.
- is approved and regulated by the Community Interest Company Regulator.
- is defined by a 'community interest test', which ensures it is set up to benefit the community.
- has an "asset lock" which restricts disposal of assets.
- cannot also be a charity.

Board Members

First Community's senior team provides strategic and operational management and leadership.

If staff have an issue they need to raise, they can reach a member of the executive team or non-executive director (NED) in five minutes.

EXECUTIVE BOARD MEMBERS (Based at Orchard House)



Sarah Tomkins
Chief Executive

sarahtomkins@nhs.net



Jon Ota
Chief Nurse and
Director of Quality and People

- Director of Infection prevention and control
- Executive lead for equality and diversity
- Caldicott Guardian and CQC nominated individual

jonota@nhs.net



Renée Padfield

Executive Director of
Operations

- Accountable Officer for EPRR

renee.padfield1@nhs.net



Adrian Baillieu

Director of Finance &
Resources

- Executive lead for health and safety
- Senior Information Risk Owner (SIRO)

adrian.baillieu@nhs.net

NON-EXECUTIVE BOARD MEMBERS (Based remotely)



Florence Barras
Chair of the Board

florence.barras@nhs.net



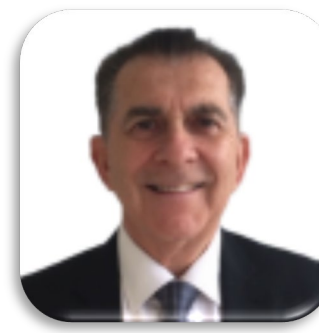
Fiona Smith
Non-Executive Director

fiona.smith25@nhs.net



Debbie Stubberfield
Non-Executive Director

debbie.stubberfield@nhs.net



David Ahmad
Non-Executive Director

david.ahmad@nhs.net

COUNCIL OF GOVERNORS

Our Council of Governors welcome the views and feedback from the shareholders. As Governors, they raise shareholder concerns and highlight good practice.



Lead Governor
Joanne Hayward
Project Support Manager
Orchard House
Joanne.hayward4@nhs.net



Lead Governor
Stephanie Teatherton
Quality Improvement Lead
stephanie.teatherton@nhs.net



Ellie Adams
Occupational Therapy, Phoenix House
e.adams7@nhs.net



Deepti De Araujo
Dietetics, Crawley Hospital
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Sonia Harris
0-19 Team, Orchard House
sonia.harris1@nhs.net



Theresa Rawlins
District Nursing and Community Matrons, Caterham Dene
theresa.rawlins1@nhs.net



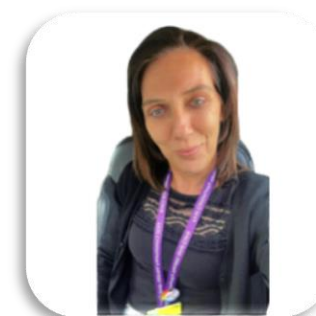
Julie Sinclair
Paediatric therapies, Orchard House
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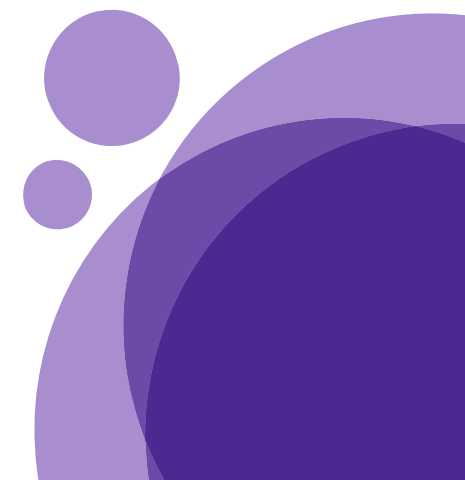
Nicola Parker
Minor Injuries Unit
Caterham Dene
nicola.parker@nhs.net



Emma Davy
District Nursing and Community Matrons, Tandridge District Council Offices
emma.davy1@nhs.net



Jo Ribbons
Continence Nurse
Phoenix House
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Further Information and Feedback

If you would like to find out more about our services, please visit our website at:

www.firstcommunityhealthcare.co.uk

If you would like this information in another format, for example large print or easy read, or if you need help communicating with us, please contact:

First Community (Head Office)

Call: **01737 775450**

Email: **fhc.enquiries@nhs.net**

Text: **07814 639034**

Address: First Community Health and Care, Orchard House, Unit 8a, Orchard Business Centre, Bonehurst Road, Redhill RH1 5EL

Twitter: **@1stchatter**

Facebook: **@firstcommunityhcNHS**

Instagram: **firstcommunityhealthandcare**

LinkedIn: **www.linkedin.com/company/first-community-health-&-care-c-i-c/**

TikTok: **www.tiktok.com/@firstcommunityhcNHS**