



Role description:

Chair, Maternity Voices Partnership (MVP)

Job Purpose

Devon Local Maternity System (LMNS) is working towards ensuring that parents and families are at the centre of safe and personalised maternity care. To support this, it is important to have an active and innovative Maternity Voices Partnership (MVP), which represents and supports those using maternity services throughout Devon.

Devon MVP is seeking a passionate and enthusiastic MVP Chair to assume leadership from summer 2021. The Chair will be appointed for an initial term of one year.

You will ideally have recent lived experience of maternity care (preferably within the last five years). You need to be friendly and approachable, with the ability to engage with, and listen to, a diverse range of families, and to work in partnership with the Vice Chairs and the LMNS: including the four Devon Trusts, Devon CCG, and a range of other relevant stake holders.

Role responsibilities

Service User Voice and Service development:

- a. Develop, review and report on an agreed programme of engagement and co-production for the MVP with Devon LMNS Board;
- b. Represent the views of service users and their families, and report back on MVP activity at monthly meetings of Devon LMNS Board, and other meetings as appropriate, for example workstream meetings.
- c. Produce an annual report outlining the activities of the MVP in the preceding year;

Engagement:

- d. Chair quarterly formal, Devon-wide MVP meetings, ensuring as far as possible that those meetings are inclusive, allowing all stakeholders to contribute;
- e. Support the Vice Chairs to lead quarterly service user / parent representative meetings, local to each Vice Chair's Trust;
- f. Design and implement innovative ways of engaging with service users and their families across Devon, proactively seeking and encouraging the voices of seldom heard communities;

Communication

- g. The Chair should be the main point of contact for the MVP;
- h. Ensure all MVP email and social media accounts, and the MVP website, are regularly monitored and updated in partnership with the Vice Chairs;
- i. Use social media to engage with service users and to collect feedback e.g. via online surveys;

Leadership and Networking

- j. Continuously recruit, train, support and maintain a Vice Chair team and representative MVP volunteer membership, keeping an eye on succession planning and mentoring other service users to ensure the sustainability of the MVP;
- k. Build and sustain relationships with other MVP Chairs in the South West and nationally, to facilitate peer-to-peer support, and share innovation and best practice. For example, by actively participating in the Facebook group for MVP leaders and members;
- l. Represent the voices of service users, and the activity and impact of the MVP, at MVP meetings, LMS Board meetings and occasionally at regional or national events;

Finance

- m. Manage the MVP budget, in collaboration with the third-party organisation which hosts the MVP;

Partnership working

- n. In addition to working with providers and commissioners of maternity services, the chair should also work in partnership with:
 - a. Neonatal services locally and regionally, and neonatal service user families;
 - b. Public Health Nursing services and other relevant Local Authority bodies;
 - c. Local Universities providing training for healthcare professionals;
 - d. Third sector organisations who work with service users in Devon, such as Healthwatch.

Knowledge

- o. Keep up-to-date with changes in maternity service provision, guidance and reports from relevant professional bodies and charitable organisations working to improve maternity services,

Skills

We see the Chair as an expert who can demonstrate strategic and accountable leadership and decision-making. You should have the following skills:

- Friendly and approachable manner;
- Ability to support MVP volunteer members and service users;
- Ability to actively listen to service users and their families and accurately share their views;
- Ability to work autonomously, on own initiative, and to agreed timescales;
- Ability to work collaboratively with clinical teams and project managers;
- Innovative problem-solving;
- Flexible and adaptable approach;
- Confident with social media and Microsoft Office;

Support

You will work in close collaboration with the LMNS team, to embed the voices of parents and their families into all maternity care transformation projects. A dedicated link person within Devon LMNS and Devon CCG will support the Chair, as well as the Regional Lead for South West MVPs.

Devon MVP is hosted by a third party who ensure neutrality and also provide support to the Chair with governance, marketing and finance. The Chair may receive support with internet access if required.

The Chair will be supported by a team of four Vice Chairs (one per Trust).

Nolan principles

In carrying out this role, the Chair will act in accordance with the Nolan Principles of conduct in public life. These are:

- Selflessness
- Integrity
- Objectivity
- Accountability
- Openness
- Honesty
- Leadership

Hours

The Chair will spend up to 32 hours (4 days) per month on MVP work.

The Chair will be supported by a team of four Vice Chairs (one per Trust), who will each spend up to 8 hours (1 day) per month on MVP work.

The Chair and Vice Chairs will be remunerated at the NHS England Patient and Public Voice rate of £150/day

Breakdown of activities

This will vary month to month, but examples may include:

- 2 hours leading an MVP meeting (formal Devon-wide meetings, or local service user feedback sessions) or MVP event;
- 8 hours responding to communication from service users and professionals
- 6 hours managing MVP social media accounts and the MVP website; and engaging with service users online;
- 4 hours managing the team of Vice Chairs and volunteers;
- 4 hours networking with other MVPs
- 4 hours representing women's voices at local and regional level.
- 2 hours building and sustaining relationships to facilitate partnership working.
- 2 hours engaging with service users in a community setting, e.g. at community groups, or during "Walking the Patch" exercises.