



# Trustee Recruitment 2024



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## **Thank you for your interest in the role of Trustee with Carers Support West Sussex.**

Three out of five of us will at some point in our lives be an unpaid carer to a family member or friend. It is a role we often don't choose but can be wonderful as well as tough. At Carers Support West Sussex we are working towards a world where carers are seen, heard and included. We have recently been awarded a further 5-year contract with West Sussex County Council to support carers and in the next year will be revisiting our Strategy as we look for innovative ways to provide carers for the support they need.

Our ambitions are to do more for and with those we support, to help more family and friend carers across the region. We have more than 90 employees and over 40 volunteers. We also benefit from a highly dedicated Board of up to twelve Trustees, each committed and motivated to help the Charity realise its ambitions.

We are looking for a new Trustee, an individual willing to bring energy and enthusiasm to the role, and who will broaden the diversity of thinking on our board. We are particularly interested in hearing from people with experience and skills in business development, health and social care or fundraising.

Whether you are looking to give back as a result of your personal experience as a carer and desire to share your insight and experience or to share your professional and/or technical experience we are looking forward to hearing from you.

**Neal Young –Chair**  
**Caroline Pope - CEO**



# About Us

## **We are there for unpaid carers when they are most in need.**

- We are a carer facing helpline offering information, guidance, and practical support. We are a gateway for carers to emotional, specialist, peer support and learning.
- We work with carers, communities, and partners in the County of West Sussex, as well as working with national and regional partners to ensure carers are seen, heard and included.
- We meet carers where they are at on their carer journey asking the right questions at the right times, offering them recognition and empowerment, as well as a sense of community from their peers.
- We know that mothers, sons, fathers, daughters, friends, lovers, partners, husbands, wives, and family do so much for others every day while trying to maintain a life for themselves.

Read about our impact [here](#).

### **Vision**

Carers are at the heart of our strategy. Imagine a world where carers do not have to fight to be heard and recognised. A world where carers feel valued and supported for who they are and what they do.

### **Values**

- We are focused, putting carers at the heart of everything we do.
- We act together, working with and for carers, the communities they live in and the people, that can make a difference to them.
- We are leaders, working with each other to find potential and opportunities across all communities, enabling carers to be identified and involved.

### **Strategy Aims And Objectives 2021-25**

Our Trustees, employees and volunteers worked hand in hand with carers to review who we are, what we aspire to and what we must do to achieve it. We heard from 1,000 carers, held six carer focus groups and heard from almost 200 other individuals and organisations. Our team also held several organisation-wide strategic development workshops. The findings from this extensive research, conducted in 2020, informed the 2021-2025 strategy which you can read in full [here](#).

# Trustee Recruitment

## Overview

A leadership role in governing our Charity.

We are looking to add to our Trustee Board individuals who will have the enthusiasm, interest and energy to help us with our support to unpaid family and friend carers in West Sussex.

As a trustee you will get involved in:

- setting the strategic direction of the charity.
- supporting the leadership team with your guidance, experience and expertise.
- monitoring progress.
- acting as a link and being an ambassador for the charity in the local community.

In particular, we are looking for individuals with either a background in Fundraising or New Business Development, ideally with some knowledge or direct experience of the role of a carer and the challenges that they face. Within our Board we look to embrace diversity of background, life experience, career path and thinking.

As a trustee you will be working collegially with colleagues to help our charity continue to make a significant contribution to the well-being of carers in our local communities – it as an enjoyable and satisfying role and provides you with opportunities to learn and to meet a range of people from the world of charity.

## Trustee Role and Responsibilities

The Board of Trustees is responsible for the governance and strategic direction of the Charity, developing the aims, objectives and goals of the organisation and overseeing and guiding the work of the Chief Executive and Leadership Team.

The Board must ensure the charity is solvent, meets its charitable objectives and complies with charity law:

- Ensure CSWS complies with its governing document, charity law and with the requirements of regulators - The Charity Commission and Companies House.
- Implement company policies and practices in the context of furthering charitable objectives.
- Support the Chief Executive and Leadership Team in their roles.
- Maintain effective Board performance and ensure the effective and efficient administration of CSWS including funding, insurance and premises.

Trustees need to use reasonable care and skill to ensure the charity is well-run and efficient and must seek external advice where needed to ensure:

- The charity has the money it needs and commits and spends it sensibly on the activities for which it was received.
- The charity is compliant with the law, including preparing reports and accounts to send to the Charity Commission.
- The charity does not break the rules in its governing document the Memorandum and Articles of Association.
- The charity delegates day-to-day operations to management and staff.

## **Role Description**

CSWS currently has 10 Trustees, including the Chair. We are looking to add one further Trustee to our friendly and inclusive Board.

### Trustee Duties

1. Ensure CSWS charity is solvent and financially stable and help the charity generate more income.
2. Provide collective strong governance, leadership and overall control of the charity.
3. Set strategy and policy and contribute proactively to the work of the Board.
4. Use skills and experience to direct how the charity is run, ensuring efficiency.
5. Work collaboratively with the Board to make well-informed decisions about the charity.
6. Act responsibly and only in the interests of the charity and take external advice where needed.
7. Follow the law and rules in the charity's governing document.
8. Ensure that Carers Support West Sussex meets all contractual requirements.
9. Define organisational objectives and targets in close cooperation with the Chief Executive and monitor and evaluate performance and outcomes.
10. Protect and manage the property of the charity and diligent investment of charity funds.
11. Work with the Board to appoint the Chief Executive and agree on Director level remuneration and targets and monitor performance.
12. Take a special interest in your area of expertise and advise the Board on related decision-making.
13. Participate in Board sub-committee groups such as FRC, HRC or ODC.
14. Stay informed about changing national and local policy impacting on carers.
15. Share relevant and useful knowledge and information with the Board and Management.
16. Represent the Board and organisation at external events and host CSWS visitors, partner organisations colleagues, CSWS Patron and other VIPs and guests as agreed with the Chief Executive.
17. Help raise the profile of the charity to generate interest and funding and safeguard the good name and values of the organisation.

The above list of duties is indicative only and not exhaustive. The Trustees will be expected to perform all such additional duties as are reasonably commensurate with the role.

## **Trustee Participation & Time Commitment**

The Board currently meets 6 times per year on the last Thursday of the month from 6-8pm. From 2025, this will go down to 4 times a year with half of the board meetings being held online and the other half face2face. Board meetings are scheduled for early evening to allow people to manage around work as needed.

The work of the Board is supported by three sub committees which you could get involved with and which meet 4 times a year online between main Board meetings at times agreed to suit their membership:

- Finance & Risk Committee (FRC) – covers finance, risk & systems.
- Human Resource Committee (HRC) – covers HR, training & development.
- Operational Delivery Committee (ODC) – cover all charity operations, projects & activities.

Our priorities are set out in our Strategy and Business Plan: primarily to continue to grow our charity services; generate additional income; being the front door for carers across West Sussex; integrating with social care; health and community wellbeing services; focusing on building carer-friendly local communities; investing in IT & digital services and achieving excellence in our service delivery and practice.

## **Person Specification**

We are looking for individuals who have a strong empathy with our mission, a collegiate approach and first-rate communication skills.

We welcome applications from candidates with knowledge and background across the following areas:

### **New Business Development:**

A background in senior management, ideally but not essentially with some marketing and communications expertise in generating public/customer interest and awareness. Able to demonstrate a background in relationship development and growing profitably the revenue of a business. Strategic experience in developing commercial plans that support and generate increased income. A background within either the Health or Social Care sector is a desirable but not an essential.

## **Fundraising:**

Individuals with a proven track record in fundraising at a mid to senior level, with a deep understanding of various fundraising methods. Applicants with experience in the following areas would be particularly welcomed: Trusts, Grants and Corporate Partnerships. You will have a sound understanding of and experience in charity fundraising both at an operational and ideally a strategic level.

Additional knowledge, skills, experience, or personal qualities which would be desirable to CSWS at this time:

- Involvement in a minority community group or organisation.
- Understanding of our local LGBTQ and/or faith-based communities.
- Strategy, business and service development.
- Solution-focused, innovative, forward-thinking and creative.
- A 'People Person' with diplomacy who communicates easily.
- Understanding of the issues carers face or experience of being a family or friend carer... services for carers or care and health services.
- Understanding of the community and voluntary sector....not for profit principles, need for fundraising and keen to increase non-statutory income.
- Committed to equality and diversity...and able to help CSWS drive a culture of continuous improvement in these areas.
- Willingness to travel across West Sussex.... to meetings and service delivery settings – Trustees often share lifts or use public transport, whichever is easier.
- Awareness or knowledge of West Sussex towns and villages...geography, communities and local organisations.
- Understanding of governance principles in a medium to large organisation...
- Able to interpret and give feedback...on CSWS data and information, reports, carer and on staff surveys.
- Sound judgement, integrity and commitment and being a good team player...to work with other Trustees and managers in directing, decision-making.

## **Trustee Induction**

**CSWS is committed to providing an induction to help new trustees develop their understanding of the charity as well as further training for Trustees as and when needed and a Governance Action Plan ensures that appropriate arrangements are in place.**

CSWS will provide necessary information and induction training. Good to read are the Charity Commission 'The Essential Trustee', 2015 and the Charity Governance Code, 2017 covering principles and recommended practice.



## **Our Commitment to Equality, Diversity and Inclusion**

As a charity, we need a diverse range of people on the Board to represent all aspects and areas of the wider West Sussex community. We are proud to be an equal opportunities employer and we value the contribution each individual makes to our work. We have striven to build a diverse and inclusive working environment where all staff feel empowered, respected and valued.

We aim to achieve a Board and workforce that is diverse and inclusive, reflective of the communities and individuals we support throughout the region. We recognise that in particular people from Black and Asian communities and other minoritised ethnic groups are under-represented on both charity boards and in charity leadership, as are disabled people. We welcome and encourage people from these historically excluded groups to apply.

Applicants are encouraged to highlight any specific adjustments needed to enable participation in the recruitment process.

### **Location**

While we are West Sussex based, it is not essential that our Trustees are, although it is expected that they will live within a reasonable commutable distance of the county.



## **Additional Information**

### **Voluntary**

The role of Trustee is unpaid, our Board of Trustees are all skilled volunteers. All give around 5-10 hours of unpaid time per month to the charity, dependent upon their other commitments. Expenses for travel may be claimed.

The role is accountable and responsible but also enjoyable and rewarding bringing mutual benefit and interest. We encourage Trustees to be involved in getting to know our services. This varies as some Trustees work full time whilst others do not work or are retired.

### **Keeping in Touch**

Recognising the importance of the Board in safe governance, to fulfil this role it is important that Trustees can keep in touch with staff and services as well as being part of the formal collective governance structure. As we are a growing, changing, developing organisation which needs direction it is important that Trustees know what is going on.

### **Checking performance**

Governance arrangements must ensure that Trustees can be confident that our Teams, services and programmes provide 'excellence' but that CSWS is also managing risk well. This entails monitoring quality and continuous improvement, innovation, development and organisational risk. Most importantly checking that we use funding responsibly and that support carers receive from us is the best it can be.

### **Contribution**

It is an opportunity to combine personal motivation and passion with personal or professional knowledge, skills, background, experience and understanding to support unpaid family and friend carers. A broad mix of skills brings greater flexibility to help us overcome challenges. Whilst this is a statutory role with the Board there is opportunity to get involved as time and individual interest allows.

### **Caring and professional, diverse and local**

We rely on a mix of great staff and volunteers and warmly welcome new Trustees who will sign up to our values and fully embrace our culture as a caring and professional fundraising provider charity. We need creative, committed people who are enterprising and forward-thinking, who have strong communication skills and who enjoy networking. Engaging local people to become 'Carer Friends' in a range of supporter roles and linking with community in a range of different ways will be increasingly important to our profile and our funding growth.

## **Rewarding**

Being on the Board is a chance to be part of a developing charity and to make a lasting difference. Given the various backgrounds and many transferable skills of Trustees there are opportunities to support service areas, maybe to advise in delivering CSWS priorities such as by highlighting growth opportunities, preparing bid proposals or with fundraising, campaigning or carer events or to be a member of Board sub groups, working groups or engaged in service planning.

## **In touch with carer experiences**

Trustees may enjoy directly engaging with family and friend carers or maybe meeting with other Trustees or leaders of community or grant-making organisations to keep up with current carer issues and help influence the future of carer services and funding.



# How To Apply

Reach Volunteering are supporting Carers Support West Sussex with their Board recruitment and applications should be sent to the Reach TrusteeWorks team:

**[trusteeworks@reachvolunteering.org.uk](mailto:trusteeworks@reachvolunteering.org.uk)**

Please submit your CV along with a covering letter stating why you wish to join CSWS and how your skills and experience would add value to the Board.

Should you have any questions about the role or the recruitment process please contact the TrusteeWorks team. We can also organize an informal conversation with a current board member if that would be helpful before application.

**Closing date for applications is the 19th of July.**

