

St Cuthbert's Hospice



Making every day count since 1988

Trustee Information Pack



Closing Date 10.10.24 | Interview Date TBC

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Dear Applicant,

Thank you for showing an interest in volunteering at St Cuthbert's Hospice in the role of Board Member.

This pack provides you with some information about who we are, what we do and the opportunity available to join our team and shape our future.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a Board Member, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advice. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count.

Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have nine Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that volunteering at the Hospice could be a deeply rewarding appointment for you.

I hope you find this pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

Paul Marriott
Chief Executive.

About Us

• Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

• What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 120 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

• Our Mission

To make every day count for those affected by life-limiting illnesses.

• Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

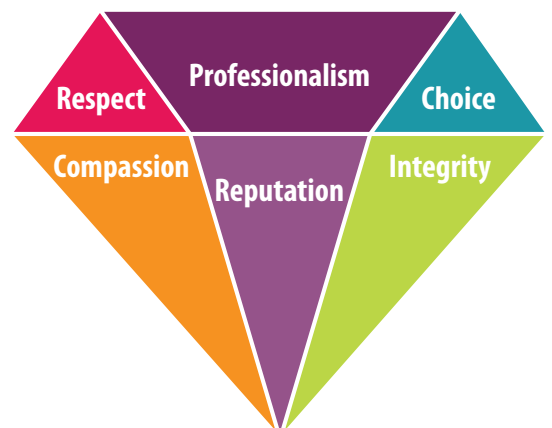
• Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

• Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



About Us

• Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

• Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that carers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



About The Role

St Cuthbert's Hospice is an independent charity that provides free of charge specialised palliative care to adults in County Durham who are living with complex life-limiting illnesses.

We have 120 members of staff who are supported by approximately 350 volunteers.

We are looking for six talented new Board Members to sit on our Board of Trustees. The successful candidates will join an experienced Board currently made up of nine members, who meet four times a year as well as attend other committee meetings and other events during the year.

As part of the role, the successful candidate will have the opportunity to lead and influence the strategic direction of the Hospice, helping us to grow and improve our services.

We would welcome interest from anyone with relevant knowledge but particularly those with skills and proven experience in any of the following: delivering clinical services at a senior level (a medical practitioner with experience at senior level in primary secondary or tertiary care; nursing or allied healthcare professional); fundraising; health and social care commissioning; environmental sustainability; lived experience of palliative and end of life care services; managing volunteers; digital transformation.

Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work and volunteer supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

“I feel privileged to work at the Hospice.”

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at recruitment@stcuthbertshospice.com

How to Apply

We hope this pack has given you all the information you need to apply for this volunteer role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

Paul Marriot – Chief Executive on 0785 064 3301

Application is by CV with a covering a letter explaining your interest and how you match the criteria in the Role Description. This should be sent to recruitment@stcuthbertshospice.com.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.



Board Member

Department: Board of Trustees

Volunteer Role, unremunerated.

Any agreed out of pocket expenses will be reimbursed.

Aim

To further the organisation's mission, vision and values, keeping within its charitable objectives.

Key Responsibilities

To provide strategic leadership for the organisation by taking part in formulating and regularly reviewing its strategic aims, setting overall policy, and evaluating performance.

- Consider the best interests of the organisation and its beneficiaries.
- Set and monitor the strategic direction of the Hospice.
- Reflect the organisation's vision and principles, strategy and major policies at all times.
- Contribute specific skills, interests and contacts and support the organisation in fundraising activities.

To ensure that the activities, policies and practices of the organisation are keeping with its aims and objectives.

- Follow all established duties at all times, particularly when exercising the functions of a Board member as detailed in the Governance Standards.
- Attend a minimum of 75% of their scheduled Board and Sub-Committee meetings each year.
- Reflect the Board member's policies and concerns on all its committees, sub committees and groups.
- Approve and monitor the principal risks of the Charity.

To ensure that the organisation complies with the legal and financial requirements of a charitable organisation and its own governing documents and strives to achieve the best practice.

- Appoint the CEO and monitor their performance.
- Ensure the effective and efficient administration of the organisation, and financial help.
- Be an active member of the board in exercising its responsibilities and functions.
- Maintain constructive relationships with senior managerial staff.
- Complete annual mandatory training.
- Take part in any other training and development sessions provided for the benefit of Board Members.
- Fulfil such other duties and assignments as may be required from time to time by the board.
- Use specific skills, knowledge or experience to help the board members reach sound decisions. This may involve scrutinising board papers, leading discussions, focusing on key issues, or providing advice and guidance on new initiatives.

Accessible Information

If you would like a copy of this information in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



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St Cuthbert's Hospice, Durham is registered by the Charity Commission
as a Charitable Incorporated Organisation.
Charity Number: 519767 VAT Number: 997305770.
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