



## Trustees Recruitment Pack May 2021

Working in partnership with  
**Wiltshire Council**

**NHS**  
Bath and North East Somerset,  
Swindon and Wiltshire  
Clinical Commissioning Group

**Dorset**  
Council

**NHS**  
Dorset  
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**CARERS**  
**TRUST**

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## Letter from the Chair

Dear Applicant,

Thank you for considering joining Carer Support Wiltshire (CSW) as a trustee. We are looking to strengthen our board by appointing new trustees. Our Board works hard throughout the year to ensure that Carer Support Wiltshire remains focused on its mission to support unpaid carers in Wiltshire and Dorset.

We are looking for three trustees with knowledge and/or links to Wiltshire/Dorset, and who can bring senior level experience and expertise in the following broad areas:

- Health &/or social care as a practitioner
- HR/organisational development/change management
- Commercial

You may already have some form of trustee/board experience or have worked closely with boards. You might bring senior experience from the public, private or voluntary sectors.

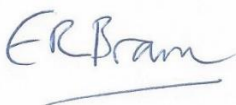
You will join us at an exciting time as we embark on the first year of our new strategy and take forward the achievements and learning of the last challenging year. Our main strategic priorities are sustainability and growth to meet the rapidly increasing and complex needs of unpaid carers.

Despite recent, significant events, we have innovated new ways of working, introduced new services, built our fundraising base and now are in the fourth of a five-year contract for carers of all ages with Wiltshire Council and Wiltshire Clinical Commissioning Group (CCG). We are now undertaking key steps to implement this strategy which will see considerable organisational change and a focus on developing our people. You will be able to find out more about our achievements in this Introduction Pack as well as our website [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk).

I hope you will share our commitment to grow our reach and influence on behalf of carers, so that together we achieve our vision to create a community where unpaid carers are valued and recognised for the amazing work they do.

If you would like to take forward your application and have any further questions, please contact Judy Walker, our Chief Executive. We both look forward to hearing from you.

Yours sincerely



**Liz Brown**



## About Carer Support Wiltshire

Carer Support Wiltshire is a charity that aims to ensure that all unpaid carers across Wiltshire and Dorset are well supported. The organisation was formed in April 2011 on the merger of the previous four carer support charities for Wiltshire. We launched Carer Support Dorset in November 2019.

The organisation is proud to be a network partner of the Carers Trust – the leading national charity for carers in the UK which works to reach carers and develop services across the country.

Together with our 180+ volunteers, many with experience as an unpaid carer, Carer Support Wiltshire offers a range of services and support to carers, including formal assessments of adult carers' needs and reviews on behalf of Wiltshire Council. We work with Youth Action Wiltshire to provide support for young carers – some very young children. Our Community Connectors team help to identify carers and signpost them to local resources, and will soon return to community-based working once Government Covid-19 guidelines allow. Young Adult Carers are offered support to help pursue studies, manage their caring roles, access peer support along as well as web and social media resources. Our volunteer-run carers' cafés will return during 2021.

As a result of Covid, during 2020-21, our staff and volunteers have worked from home. We played a key role especially during the first lockdown in 2020, communicating with carers in Dorset and Wiltshire, many of whom experienced isolation as a result of Covid. More volunteers joined us to

help reach these carers in our virtual times. Successful Covid-specific fundraising helped us provide new services for affected carers, such as counselling and Talk and Support. In 2020-21, our staff and volunteers provided 1,092 welfare checks and 3,097 wellbeing checks and 55 virtual carers' cafés. We are planning to return to face-to-face working with carers during June 2021.

Our websites provide a range of helpful information for carers and we have an active social media presence. Recent dialogues with all our local MPs brought to their attention problems some carers experienced due to Covid, such as with shopping.

Our 'Courage to Care' service, funded by the Armed Forces Covenant and Carer Support Wiltshire provides support to carers in serving military families in Wiltshire, where there are a number of large bases.

### **About Carer Support Dorset**

In 2019, Dorset Council and Dorset CCG contracted Carer Support Wiltshire to be Dorset's lead carer organisation. Our service Carer Support Dorset offers a one-stop shop for information, advice and guidance to carers via a telephone helpline and online resources.

We work collaboratively with other organisations in Dorset to improve their identification of carers and to develop best practice, as well as raising awareness of carers' issues through public relations.

The Dorset service contract was extended in 2020, and the team now includes a Young Carers Co-ordinator and 8 volunteers.

### **What is a carer and how do we help?**

A carer is someone who helps a friend, a neighbour or a family member who could not manage alone. Carers who perform this role are usually unpaid and, even though they are often providing care to loved ones or friends, their lives are often negatively impacted by the role. Carers can be any age.

Our aim is to create carer-friendly communities where carers are recognised, valued and supported.

We work towards a future where:

- Carers have better health and wellbeing;
- Carers can make choices about their caring role and access the right support and services for the person they care for;
- Carers' needs, their voices and the contribution they make to society are recognised and valued.

### **Our people**

At the end of 2020-21, we had a total of 182 volunteers, who between them donated 2,781 hours of their time. Many volunteers are carers themselves, or have been carers, and they have helped us respond to carers' needs during the Covid-19 crisis, providing phone and video face-to-face Talk and Support, wellbeing checks and hosting virtual cafés in place of face-to-face ones.

At the end of 2020-21, we employed just over 60 full-time equivalent staff, with most in carer support and development roles.

### **Raising Awareness**

All our work is supported by strong communications – media work, websites and social media help us get our message across to the general public. National events such as Carers' Week in June, Carers' Rights Day in November and Young Carer Action Day in March offer us particular opportunities to highlight carers' needs and awareness of our services.

Carer awareness training for health and social care professionals was paused during most of 2020-21, but face to face delivery has now resumed.

### **Sustainability**

Given the increased demands for core funding, Carer Support Wiltshire seeks to diversify its income streams through achieving new contracts and charitable funding for new services. We are also considering other business models.

### **Testimonials**

#### **From a carer who regularly attended a carers café:**

"I think this group has definitely been a 'life saver' for me. This group has given me vital contact. I wasn't brave enough to go out on my own to a new place but this carers café is excellent as it is welcoming and friendly and supportive."

#### **From a parent carer:**

"I never really thought of myself as a carer. When I applied to Carers Support Wiltshire for an afternoon at Westonbirt School I felt that it wasn't deserved, I'm a parent not a carer! That afternoon was amazing for me, it really made me realise that I do need support and I am a person in my own right."

#### **From a carer who did some basic computer training:**

"I was computer illiterate, friends were emailing and telling me to join the 21st century but I had no time to learn. Carer Support Wiltshire organised 1:1 training, I'm over the moon! Using a laptop has boosted my confidence."



**From a carer who attended dementia training:**

"I feel more confident in my role as a carer and have a greater understanding of the disease –early, middle and later stages –nobody had explained this to me."

**Feedback from a GP surgery:**

"We are grateful to Carer Support Wiltshire for their ongoing support to the surgery and our patients - we are lucky to have such an excellent local service."

**From Trustees of Carer Support Wiltshire:**

"Being a Trustee gives me an opportunity to support the dedicated and wonderful staff of Carer Support Wiltshire. By adding the broad range of experiences and knowledge of Trustees to the skills and hard work of the staff and volunteers ensures Carer Support Wiltshire is able to provide the best range of services for carers and their families."

"Being a trustee means a lot to me. I've been supported by Carer Support Wiltshire as a carer so it's a wonderful opportunity to give back to the charity. As the youngest member of the board, I feel valued, I'm learning a lot and am excited to be able to have influence."

"Being a trustee of an organisation such as Carer Support Wiltshire has not only given me insight into the world of unpaid carers, but a deeper understanding of the challenges facing the charity sector, and the dedication of the people who work in it. On a personal level being a trustee brings a sense of purpose in being able to put my career experience to good use for a worthwhile cause."

**Governance**

The Board meets five times a year. Four sub-committees of the Board of Trustees provide more detailed scrutiny, challenge and support of our activities: Finance, Quality, Compliance & Volunteering, Nominations and Fundraising & Publicity. The four sub-committees meet quarterly and include trustees and staff.

New Trustees follow a detailed induction programme that includes an initial introduction to the work of Carer Support Wiltshire and Carer Support Dorset, where possible shadowing our services. Trustees are encouraged to attend community events and groups to meet carers, volunteers and staff.

The Trustee Handbook contains detailed role descriptions of Trustee and officer roles as well as information and links to websites such as the Charity Commission, to support them in their role.

[Read our Annual Report and our Impact Report](#)



## Trustees for Carer Support Wiltshire

Carer Support Wiltshire has undergone a transformation in recent years. It is entering an exciting new phase, with a [new strategy for 2021-24](#), continuing to grow Carer Support Dorset and other new projects, and diversifying income sources to achieve the goal of ensuring Wiltshire and Dorset carers are well supported.

We are now looking to recruit three Trustees with a connection to Dorset and/or Wiltshire, and ideally with senior level experience and expertise in one of three broad areas:

- Health and/or social care
- HR/organisational development/change management
- Commercial

## Health and/or social care

Carer Support Wiltshire is seeking a Trustee with senior-level experience as a current or recent practitioner in the NHS and/or social care sectors. They will share well-informed knowledge and views on current and best practices in their sector, to help us shape our offerings and service developments to meet carers' needs.



## **HR/organisational development/change management**

A Trustee is sought who has a senior-level background in HR or organisational development, with a strong track record of successful change management who can offer guidance and support to the organisation.

## **Commercial**

We are seeking a Trustee with strong business development and relationship management, bringing transferrable skills to help us grow our income generation from charitable as well as business sources. Ideally, they will also have experience of exploiting intellectual property as part of extending market or service reach.

## **Time commitment**

The average time commitment of a Trustee is one day per month. This includes 5 full board meetings per year, and subcommittees, most of which meet quarterly. In the first couple of months, induction will require some additional time.

There is one trustee away day per year, and a number of events which require the attendance of staff, volunteers and trustees. All successful candidates are expected to sit on at least one relevant sub-committee.

Trustees should be prepared to contribute their expertise on an ad-hoc basis, depending on the needs of the charity at a given time.

Board arrangements are reviewed annually to ensure we are able to conduct our strategic oversight in a way that fosters full trustee involvement. We undertake an annual Board Effectiveness Survey and Skills Audit to inform our Board practice and Trustee development.

## **Equal opportunities and diversity**

We are committed to increasing the diversity of our board and are particularly interested in young people, people from Black and Minority Ethnic Groups, people with disabilities and those within the LGBT community as these are currently under-represented on the Board.

We will do our utmost to accommodate any special needs or training required to support new trustees into the role.

Trustee roles are voluntary and unpaid. However, reasonable expenses will be reimbursed in line with the policy.





Are you looking after a loved one?  
Who cares? We do.

## How to Apply

**All applications are to be addressed to Judy Walker at Carer Support Wiltshire.**

Whilst Carer Support Wiltshire is focusing its search on Trustees with current experience in the skill areas outlined above, we will also welcome applications from volunteers with other relevant skills and from individuals with backgrounds and experience currently under-represented on the Board.

Your application will require the following:

1. Your current CV, setting out relevant experience (addressing the expertise area where relevant)
2. A covering letter answering the following questions:
  - What motivated you to apply to become a trustee?
  - What other experience or skills do you feel you could offer?
  - Are there any areas of the organisation's work you have a particular interest in and/or would like to become more involved in?

**Please email all above documents to Judy Walker, Chief Executive;**  
[Judyw@carersupportwiltshire.co.uk](mailto:Judyw@carersupportwiltshire.co.uk)

Judy Walker, Chief Executive  
Carer Support Wiltshire  
Independent Living Centre  
St George's Road  
Semington, Nr Trowbridge, Wiltshire, BA14 6JQ

[www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk)  
[www.carersupportdorset.co.uk](http://www.carersupportdorset.co.uk)



**Carer Support Wiltshire**



**Carer Support Dorset**

## Organisational Chart June 2021

**Trustees**  
Liz Brown (Chair), Chris Meier (Vice Chair),  
Ian Baldwin, Alexander Cheremukhin, Donna Moore, Jane Mason, Martin Parker,  
Rosario Waterlow, Michele Tonner, Rachael Lawes, Sukdave Ghuman

**Chief Executive**  
Judy Walker

**PA to CE**  
Kerry Watts 0.4 FTE

**Finance Reporting Manager**  
Clive Hoskin

**Support Services TL**  
Susan Bell 0.9 FTE

**Parent Carer and Young Carer Transition Assessment workers** 2 FTE  
Ian Withers  
Rachel Hamblin

**Carer Assessments, Reviews & Supervisor** 5.6 FTE  
Debra Rist (Co-ordinator),  
Marian Rodgers  
Joe Brown, Natalie Yeates  
Tracy Holder  
Denise Cooper  
Bank: Sam Hampton  
Aislinn Hennelly

**Carer Support Dorset** 7.5 FTE  
**Manager**  
Anna Elston  
Lead Carer Adviser  
Poppy Connell  
**Carer Advisers**  
Bailey Broadhurst  
Roxana Catrina 0.7  
Kelly Hewitt  
Young Carer Co-Ordinator  
Abi Squires  
Communications Manager  
Emma Kirkup  
Communications Worker  
Alice Billington

**Community Connectors TL**  
Jacqui Radford 0.9 FTE

**Community Connectors**  
Community based  
GP clinics/LAB Office based 'duty'  
121 support/groups PRN 6.9 FTE  
Ashley Harris  
India Sutton  
Diana James  
Denise Cooper  
Julian Pugsley  
Jemma Pearson  
Samantha Langton  
Alison Millar  
Mandy Wood  
Jo Hiller-Culley  
YAC Support Worker  
Andrea James

**Courage To Care:**  
Military Carer Support Lead  
Tracy Park  
Military Carer Support Officer;  
Jo Gordon 0.9 FTE

**Military Carer Volunteers**

**Reaching Communities TL**  
Vacant

**Health & Community Engagement** 1.93 FTE + 0.4YC outreach  
Jackie Maton, Helen Gough  
Rosie Sherborne (PA),  
Martina Cohen (PA)  
Sharon Twiggs 0.4 FTE

**Trainer**  
Kerry McNally 0.2 FTE

**Carer Training Officer**  
Vacancy

**Volunteer Manager & Officers**  
Vince Danaher  
Cathy Shahrokni 0.2 FTE  
Lindsey Millen 0.6 FTE  
**Volunteers**  
Carer Involvement  
Lindsey Millen

**Office Manager**  
Vicki Williamson

**Admin Assistant inc Carer Emergency Card**  
Su Sealy Julie Jefferson,  
Lauren Edgar, Emma Clark  
& Volunteers

**Head of Business Development.**  
Jon Berridge

**Trusts Fundraising Officer**  
Mark Andrews

**Community Fundraising & Events Officer - Maternity Cover**  
Henry Street

**Digital Communications Manager**  
Samantha Wilson

**Graphic Designer**  
Georgia Stone 0.25 FTE

**YAC Digital Officer**  
Georgia Stone 0.4 FTE

**Comms & PR Officer**  
Kath Brice 0.6 FTE

**CRM & Digital Officer**  
Andrew Savin

**Finance Manager**  
Vanessa Rose

**Finance Assistant**  
Sam Hampton 0.4 FTE

