

BECOMING A VOLUNTEER CLINICAL TRUSTEE WITH HOPE HOUSE CHILDREN'S HOSPICES



hope house tŷ gobaith

children's hospices

Registered Charity Number 1003859



A word from our Chair of Trustees, Steve Henly



Being a trustee can be an extremely rewarding and worthwhile experience. We need people who bring skills from many walks of life and offer diverse ways of thinking. We are looking for trustees who have a clinical background including Doctors, GPs, Consultants, Senior Nurses and Senior Clinical therapists. We're keen to hear from Welsh speakers and people from all cultures and backgrounds.

I became a trustee in 2011. It was my first significant volunteering role having spent 30 years in the private sector and 16 years running my own industrial and commercial businesses. I wanted to do something that used my business insight and commercial skills not to just make money but for a more worthwhile purpose.

For me, it had to be a local charity where I could see the impact of the Board's decisions and one which supported children and young people.

I became the Chair of Trustees three years ago. It is an honour to lead Hope House Children's Hospices at a very exciting stage in its development. The charity currently employs 228 staff supported by 560 active volunteers and the Trustee Board is responsible for the governance of the charity, supported by a full-time senior management team.

It is hugely rewarding to help establish the vision, mission and strategies with colleagues on the Board and the Senior Management Team. It is also refreshing to work with a team across both our hospice sites in Oswestry and Conwy, and our retail portfolio, who all share a common purpose and desire to constantly improve and who aim to deliver the ambition of reaching every child and family who needs us.

If you think you might be interested and would be able to dedicate the time to the work of the Trustee Board, I would be delighted to discuss the role with you in more detail. Please just call our HR Team on 01691 679679 to arrange.

Becoming a Volunteer Clinical Trustee

Hope House Children's Hospices Trustees play a vital role in making sure our charity is run in the interests of the children and families we support.

The Board of Trustees set the strategic direction, manage the performance and have overall responsibility for the governance of the organisation.

Being a volunteer clinical trustee can be very rewarding. You can use your personal and professional skills to make a real difference to a cause that matters to you.

Training and support is also available to develop your skills in other areas so you can confidently contribute to discussions and decisions.

The following stories and words from our team will give you a taste of what we do – but nothing beats seeing our work for yourselves.

If you would like to speak to our Chair Steve Henly or our Director of Care Karen Wright before applying please contact the HR Team on 01691 679679 or email HR@hopehouse.org.uk

You can also find out about our work, our values and our ambitions on our website: hopehouse.org.uk

Luke's Story

Luke was just four years old when he was diagnosed with a life-threatening condition. His parents Justina and Paul looked up Duchenne Muscular Dystrophy on the internet and were devastated to see the prognosis – in a wheelchair by 10 and dead by 18.



Justina recalls: "That was shocking. You always hope your children will do things like go to college, get a good job, find a partner and maybe have children themselves."

"We thought 'Why us?'" says Paul. "But then we just got on with it. We knew that there was going to be change over time, but at that point he was just our Luke."

As Luke grew older and began to use a wheelchair, Paul would get up extra early to help his son shower and get ready for school, before going to work. Eventually Justina persuaded him to allow Hope House to help.

Luke takes up his story: "I come on my own now to Hope House for respite care. It helps Mum and Dad because they know I am safe, I'm somewhere that I enjoy being and kind of independent."

"My nurse Rachel is brilliant. She helped me get funding for my wheelchair and start driving lessons. I know Rachel is always there and that has had a big impact on me. Without Hope House my life would have been very different."

"Yes I'm in a wheelchair but it's not the be all and end all. I play wheelchair football and dream of playing for England. We tackle and crash and it's pretty cool! I'm learning to drive too. I've passed my theory already. I don't think I would have been able to do that if it wasn't for Hope House. I wouldn't have had the confidence.

"At the moment I'm on a new drug that hopefully is going to keep me like this. But if it doesn't it doesn't. We'll just have to cross that bridge when we come to it."

Read more at: hopehouse.org.uk/stories

Meet our Director of Care, Karen Wright



Thank you for your interest in joining the board as a clinical trustee.

What can be more devastating than knowing your child will die? To live with this knowledge day in day out, coping with the uncertainty and the challenges that this brings. Watching your other children grow knowing that one day they will be made distraught by the death of their brother or sister. What can be worse than your child dying and grieving their loss, alongside all those hopes and dreams you had for their future?

Hope House Children's Hospices make a difference. They support the families through their journey, make the last days and minutes of each child's life bearable for the families to remember, and support them in the grief that follows.

Working at Hope House for 23 years in various nursing roles, and more recently as the Director of Care, I feel both privileged and humbled on a daily basis to be part of an organisation that truly puts the children and families at the heart of everything we do. Nothing can compare to losing a child and if we can be there for these families and continue to deliver a second-to-none service then there is no greater job satisfaction. As a trustee you will play a vital role in ensuring this continues. What better way to put something back and actually make a difference that lasts a lifetime?

The children's hospice and palliative care landscape is ever changing. I am excited that we are currently implementing a new Care Strategy setting out how we will focus our resources to deliver the greatest impact for children and families.

The proposed new structure will improve service delivery by: delivering end of life care with a highly skilled specialist team wherever the child may be; providing a 24 hour on call end of life service from both hospices; providing bespoke symptom control in flexible locations; continuing to provide planned respite care within both hospices; providing all families with a named keyworker; increasing our partnership working with the statutory sector, and supporting children in accessing education while attending respite care. It will also improve working life for our care team by clearly differentiating between roles, and establishing a career development pathway for nurses and health care support workers.

We need trustees with a clinical and leadership background to bring a wide breadth of knowledge and experience to the Board. You will have the knowledge to explore, question and support new initiatives, and a deeper understanding of the complexities families face and how, as a care team, we can address and support them. Your understanding of wider challenges faced in the clinical world in terms of both workforce and practice will be invaluable.

If you share our vision and have the energy, experience and time to join our Board of Trustees to lead, guide and support a capable, dedicated and enthusiastic team we will be delighted to hear from you.

Kind regards,

Karen

Karen Wright
Director of Care

Mia's Story

Little Mia Parry spent her last three weeks at Hope House. Those days were some of the happiest of her short life, recalls her mum Martine.

Mia's condition was first diagnosed in the womb. Martine was put in touch with Hope House's Neonatal Link Nurse, who supports families when their baby is diagnosed with a life-threatening condition during pregnancy or at birth.

"Karen came with me to my appointments. She was a great support and really good at explaining things to me and helping me say what I wanted. She helped me plan for the birth, and what would happen if Mia didn't survive," says Martine.

Mia was delivered by caesarean section. Martine was prepared for the worst, but couldn't believe her eyes when her baby girl was born a healthy pink colour and crying loudly.

For the next three years Mia spent a lot of time in and out of hospital. The Hope House team was there to support the family in hospital and provide respite care. Our Sibling Support staff helped Mia's older brothers Liam, Caiden and Kyle come to terms with their sister's illness and their own sadness.

When Mia's health took a turn for the worse Martine decided that Hope House was where she wanted to say goodbye to her daughter, supported by the nurses who knew her so well.

"But Mia wasn't ready. She woke up the next morning and we spent the next three weeks at Hope House. She did everything – we went for a walk in the Fairy Garden, went on the playground and she even joined the staff choir for their practice! She loved it!" remembers Martine.

"I didn't want her to be in bed and for everyone to be sat around it all sad because Mia was never sad. It was so relaxed. We had toys, balloons and everything and nobody batted an eyelid. No one made a fuss – they were just letting me enjoy my time with Mia."

Since Mia's death, the boys continue to be supported by the Sibling Support team and Martine has also started counselling at Hope House.

"I dread to think what it would have been like if Hope House wasn't there. It would have been really sad and I think Mia would have gone a lot quicker and it would have been more upsetting. This sounds crazy I know but you couldn't have asked for it to have gone any better."



Thinking of applying? Go for it, says David!

GP David Sharp from Shrewsbury has been a trustee for four years. Having been involved in fundraising for a number of different charities during his life, he was introduced to Hope House Children's Hospices by a friend who is already a trustee.

"In my job I am lucky to meet a wide variety of people and manage a huge range of medical problems. Palliative care is a central element of general practice and I have always had great respect and admiration for the work of hospices," he says.

"It is a pleasure to be involved with an organisation like Hope House, which provides wonderful care and is extremely well run, and although it is demanding I see working with the hospice as a breath of fresh air after the pressures of the NHS.

"Trustees are volunteers who advise the hospice management team, offer support and shape policy. The trustee role does not involve actual clinical practice; that is done by the specialist staff who work in the hospice, but as the main business of the organisation is clinical care, it is important to have trustees with clinical knowledge who have some understanding of working with seriously ill children.

"The organisation as a whole has many other functions and it has been very interesting to learn about aspects of fundraising, retail, social work and management of charities, which were new to me."

David, who is married with three children, Jasmine 19, Harrison 15 and Tristan 9, says that the role does demand a time commitment because it is important to attend regular meetings and read all the papers to be able to give informed feedback.

"There is also a degree of responsibility, which might seem daunting but Hope House Children's Hospices is an excellent organisation and training is provided for trustees," he adds.

"I would encourage anyone who is interested to seriously consider becoming a trustee, we need people with clinical expertise to add to the team and the role has a lot to offer in return."



Role Description - Volunteer Clinical Trustee

KEY RESPONSIBILITIES

Trustees are responsible for the overall governance and strategic direction of Hope House Children's Hospices in line with its legal and regulatory obligations and in keeping with its ambitions, purpose, aims and approach. This is exercised through the Board of Trustees with individual trustees taking collective responsibility for its decisions.

MAIN DUTIES

Determining organisational purpose

To provide high level thinking, insight, constructive challenge and support when working in partnership with Hope House Children's Hospices senior team, to enable the charity to formulate, set, monitor and review strategic goals.

Achieving the purpose

Working with senior management to ensure Hope House Children's Hospices:

- complies with legislative and regulatory requirements and strives to achieve best practice
- acts in accordance with its governing document and follows the established framework for approving high level policies
- operational plans and budgets are in line with the charity's purposes, agreed strategic aims and available resources
- investment activities meet agreed standards and policies

Ensures major risks, to which Hope House Children's Hospices is exposed, are reviewed regularly and an effective risk management framework is maintained.

Ensures that there are proper arrangements for the appointment, supervision, support, appraisal, remuneration and, if necessary, dismissal of Hope House Children's Hospices key personnel.

Plan for sustainability

To safeguard the reputation and advocate the good name and ethos of Hope House Children's Hospices.

To help build and maintain building public trust and confidence in the work of Hope House Children's Hospices.

COMPETENCY & COMMITMENTS

REQUIREMENT

Committed to the charitable cause

Committed to the charity's cause and motivated to join the board to help the charity deliver its purposes most effectively for public benefit

Recognises that meeting their charity's stated public benefit is an ongoing requirement

Committed to good governance and want to contribute to their charity's continued improvement

Reflects the charity's values in their way of working and behaviour

COMPETENCY & COMMITMENTS

REQUIREMENT

Formulating strategies aims	Works strategically to enable the charity to formulate, set, realise and review its Vision, Mission, Purpose and Ambitions
Deciding and initiating actions	Initiates and generates enquiries to makes prompt, clear decisions which may involve tough choices and considered risks
Analytical	Analyses and evaluates numerical, verbal and written information and researches other sources of data to make rational judgements from all available information Understands how one issue may be a part of a larger organisational system
Supporting & cooperating	Demonstrates an interest and understanding in others Listens, consults and communicates proactively and courteously Recognises, respects and welcomes diverse, different and, at times, conflicting views Works collegiately with fellow trustees and senior managers to reach collective decisions and supports those decisions as a united board once made
Applying expertise and experience	Holds experience, skills and knowledge from a clinical background: <ul style="list-style-type: none"> • Medicine • Senior Nursing leadership role • Senior Therapy leadership role • Currently or recently a member of the GMC, NMC, or HCPC Professional Registers
Personal commitment and motivation	<u>Motivated and committed to:</u> Undertaking a 3 year term as a trustee (retiring trustees may stand for re- appointment and there is currently no limit on the number of terms that can be served) Actively participating in the annual AGM and 4 Board meetings per year held in either Oswestry or Conwy Actively participating or leading in the charity's Clinical Governance subcommittee who meet four times a year

COMPETENCY & COMMITMENTS	REQUIREMENT
Personal commitment and motivation continued	<p>Upholds and advocates Hope House’s ambitions, purpose, aims and approach ensuring that the Charity operates responsibly and ethically in accordance with its own values</p> <p>Gives sufficient time to the charity to carry out their responsibilities effectively. This includes preparing for the meetings, sitting on board committees and other governance bodies when needed</p> <p>Follows the Trustee’s Code of Practice and adopted principles of the Charity Governance Code at all times</p> <p>Upholds the legal responsibilities of trustees</p> <p>Participates in training and appraisals to be able to actively contribute towards the Board’s activities</p> <p>Safeguards sensitive and confidential information and data at all times. Observes the organisation wide Social Media Policy</p>

Please note: This volunteering role is subject to an Enhanced Adult and Child Workforce without Barred List Disclosure and Barring Service check

Hope House Children’s Hospices has a responsibility and a commitment to safeguarding and promoting the welfare of children and young people. Hope House Children’s Hospices comply with relevant legislation, guidance and national standards relating to the recruitment of staff and volunteers working with children. Full copies of our Safeguarding Policies are available upon request.

How to apply

To apply for the Hope House Children’s Hospices Volunteer Clinical Trustee role, please complete an application via our website: hopehouse.org.uk/volunteer

For further information about the recruitment process please contact our HR Team at jobs@hopehouse.org.uk or on 01691 679679.

The closing date for applications is 18th October 2020.

All applicants will be considered and assessed against the requirements of the role profile.

The successful candidate will be subject to a DBS check.



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hopehouse.org.uk



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