

Pendleside  
Hospice

Care  
Compassion  
Support

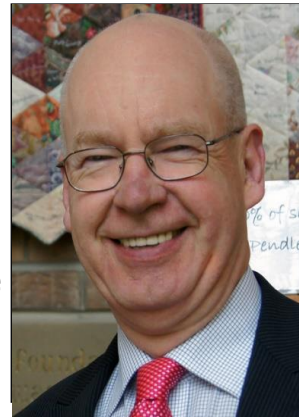


TRUSTEE  
VACANCIES:  
Medical and Retail  
May 2024

## WELCOME FROM THE CHAIR

I am immensely proud to serve as a Trustee and Chair of Pendleside Hospice.

“Built by the community for the community”, Pendleside is not just a building it is a team of people working together with a shared set of values both in the Hospice and across our local community.



Whilst the roles of our 140 staff and almost 450 volunteers are extremely varied, supporting local people with advancing long term and life limiting illnesses and their families and carers to experience quality end of life care is our common goal.

The majority of our workforce is made up of clinical staff including registered nurses, auxiliary nurses, doctors, physiotherapists and occupational therapists. They work alongside our fundraisers, retail team, catering and domestic team, maintenance workers, administration staff and many more to ensure Pendleside Hospice is there for our community now and in the future.

We also couldn't survive without our army of volunteers who give their time tirelessly in all manner of roles – from assisting on our inpatient unit, manning our shops, lending a hand at our many fundraising events, maintaining our gardens, and much, much more.

During the last 35 years, the Hospice has touched the lives of countless local families through our dedicated professionalism and compassionate care approach building our fantastic reputation locally.

To keep meeting the needs of our local community we must not only continue to overcome the challenges of economic conditions, but importantly respond to the growing expectation and needs of those we serve, including an expected increase in demand on our services over years to come.

As a registered charity and a medium-size business, we are not immune to commercial realities and must take calculated risks if we are to keep meeting local needs. Like any business, effectiveness begins with good governance and leadership that provides strategic direction and empowers people to make it happen, which is why appointments to the Board are so important.

If you have an interest in making a difference and supporting the needs of a local charity, I hope that you will consider this volunteer Trustee vacancy and how you might contribute to our ongoing and future success.

David Brown, Chair of Trustees

## ABOUT US

### OUR MISSION:

Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

### OUR VISION:

Every adult with advancing long term and life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

### PHILOSOPHY OF CARE:

Pendleside endeavors to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

### OUR AIM:

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

To achieve this through the five pillars of Pendleside: -

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care

- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

**OUR VALUES:**

Our values underpin everything that we do:

- **Care**

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect

- **Compassion**

We ensure that a compassionate and a non-judgmental approach remains central to the delivery of our services

- **Support**

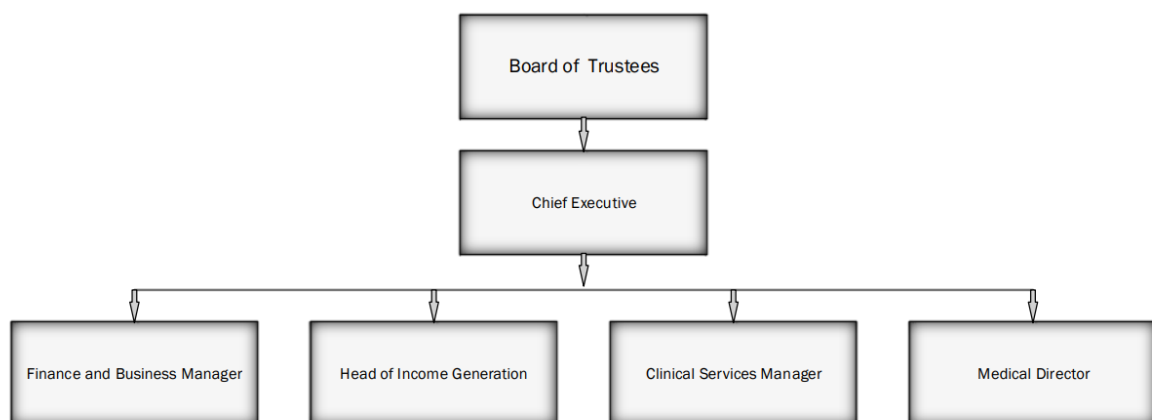
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

**OUR PEOPLE:**

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 140 employees across the organisation which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Auxiliary Nurses.

Volunteers are an integral part of the Hospice Team with almost 600 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

### **OUR SERVICES:**

Pendleside cares for over 1700 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, Wellbeing and Rehabilitation Services
- Outpatients
- Family support
- Spiritual Care
- Rehabilitation
- Complementary therapy
- Psychological support
- Bereavement support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

# WHAT ARE WE LOOKING FOR IN OUR TRUSTEE VACANCIES

## INTRODUCTION

Pendleside is committed to maintaining a fair, transparent and consistent approach to recruiting the best talents and experience to the board of trustees. The board oversees the strategic direction of the charity both proactively and by responding to local need, expectation, demographic changes, development in palliative and end of life care and changes in the economic environment.

This includes ensuring a balanced composition on the Board with a breadth of up-to-date skills and expertise to lead the organisation.

See page 10 for further details of our current board members.

## PURPOSE

It is the duty of the board of Trustees to act in the best interests of the charity's beneficiaries. It should ensure that the charity has a clear strategic direction, a sense of purpose and a sense of urgency to get on with the work it was established to do. It should set clear objectives, establishes priorities, monitor performance and safeguard the assets (money, property, equipment, human resources) and use them effectively and exclusively to benefit those the charity exists to help.

The board of Trustees acts with integrity. It adopts values and applies legal and ethical principles to decisions, ultimately creating a welcoming and supportive culture which helps achieve the charity's purpose. The board reflects the charity's ethics and values in everything it does.

## EXPERIENCE

At this point in time, we are seeking to secure appointments from individuals with experience in one the following areas:

- **Retail:**  
We welcome applications for a person experienced in retail either corporate/charity or retail online. We have exciting plans to develop our retail presence both on the high street and online and are looking for a Trustee with experience to support with this
- **Medical professional:**  
Within our clinical trustee team we have a wealth of knowledge and experience in clinical strategy, nursing, advanced clinical practice and as a allied health care professional but would really benefit from a physician to join the team, adding that extra level of governance and guidance in the medical field.

Experience of holding a trusteeship or non-executive directorship is an advantage but not essential, as support, mentorship and training will be provided.

## **ROLES AND RESPONSIBILITIES**

Pendleside's trustees are responsible under the Hospice's governing document for the effective governance of all its affairs. They are required to act reasonably and prudently in all matters relating to the Hospice, and must always bear its best interests in mind. This includes -

- Ensuring that Pendleside complies at all times with its governing document, charity law, company law and any other relevant legislation and regulations
- Overseeing, monitoring and accepting final accountability for Pendleside's operations generally and Hospice service user safety in particular
- Ensuring the effective application of resources in exclusive pursuance of the objects defined in the charity's governing document, with particular regard to financial probity and control
- Championing and safeguarding Pendleside's vision, mission and values
- In partnership with the senior management team, developing Hospice strategy and evaluating compliance with it
- Supporting Pendleside's senior management team, challenging constructively where appropriate
- Understanding, clarifying when necessary and observing the boundary between governance and management; respecting the authority of operational managers and the roles of Hospice staff (employees and volunteers) at all times
- Approving (with or without amendment) and adhering to Hospice operational policies; with particular regard to those around service user safety, confidentiality and information governance
- Ensuring that all aspects of risk are managed effectively in all Pendleside's operations
- Working with fellow Pendleside trustees to deliver a high standard of Board performance, focusing on effective and efficient governance
- Promoting Pendleside's services and income generating activities
- Acting in the best interests of the Hospice at all times
- Demonstrating a duty of candor and adopting a lessons learnt approach

## **PERSONAL COMMITMENT**

As a minimum, most Trustees will need to invest the equivalent of a half-day a month in the work of Pendleside, as detailed below. Some additional reading time may also be required to prepare for meetings. We recognise that this can be difficult for working Trustees and will be as flexible as possible over meeting times. Online meetings via Teams are also an option for some meetings which can save travelling time.

It is essential that Pendleside's trustees are properly equipped to make sound decisions in the fulfilment of their governance obligations. It is therefore important that they are broadly and meaningfully engaged with Hospice activities; particularly those around service users.

As a Trustee you will also become an Ambassador for Pendleside Hospice and required at times to represent the Hospice at both internal and external events.

## WHAT IS INVOLVED

- Attendance at all Board meetings and their Sub-Committee meetings unless health, holiday or urgent family or business matters preclude. Each Trustee will sit on at least one Sub-Committee (It is accepted that apologies will be given to Hospice meetings from time-to-time.)
- Attendance at meetings of all other Hospice Sub-Committees at least once every **three** years. **NB:** The minutes of all Sub-Committee meetings are distributed to all trustees via email
- Interface with Hospice service users and staff (employees and volunteers) at least **once every year** by engaging with them at home, in the health and wellbeing service, on the inpatient unit, in a support group session
- An informal meeting with the Chairman once per year to discuss their contribution to the work of the Hospice and agree their future contribution
- Examine and challenge clinical and financial key performance indicators

## SKILLS AND ABILITIES

In order to be an effective trustee you will need to bring these skills and abilities:

- Think and work strategically
- Work as a team player, respect the roles of other trustees and senior management team
- Influence through persuasion
- Act as an effective ambassador for the Hospice
- Make effective decisions based on reports, written information etc.
- Good communication and leadership skills

## REMUNERATION

In line with Charity Commission guidance, when you become a Trustee, you volunteer your services and won't receive payment for your work. Reasonable out of pocket Trustee expenses can be paid e.g. travel, training and education etc.

## BENEFITS OF BECOMING A TRUSTEE

- Put your skills and experience to use and make a lasting difference to a cause you care about.
- You can "put something back" into the local community
- Personal fulfillment that you are contributing to, and being significantly involved in, a major local charity
- Learn about the management and strategy side of charities/business
- Opportunity to acquire new skills and open up new networks
- Work with new and interesting people from a diverse background
- The experience can enhance your CV and may open doors to new career paths
- With a relatively low time commitment, it can be the perfect volunteering opportunity for busy people



## HOW TO APPLY

To apply please send a copy of your CV and supporting statement to Julie Hodgkinson, Payroll and HR Administrator email: [julie.hodgkinson@pendleside.org.uk](mailto:julie.hodgkinson@pendleside.org.uk).

Pendleside welcomes expression of interest from all sections of the community, and particularly those from minority ethnic groups.

Please let us know if you have any special requirements which we might need to consider in relation to the selection process. Any requests will be taken into account in the selection process.

The closing date for applications is 2<sup>nd</sup> June 2024.

## SELECTION AND APPOINTMENT PROCESS

Trustees are appointed by a selection committee of Trustees and approved by the board if their appointment is to be confirmed this must be by election by the Hospice at the next Annual General Meeting.

The appointment term is 3 years after which time it is possible to stand for re-election.

## PRE APPOINTMENT CHECKS

Appointments will be offered subject to standard checks including DBS and references. You will also be asked to complete a Trustee Declaration Form.

## FURTHER INFORMATION

We welcome an informal discussion or visit prior to application, please speak with our Hospice Chairman or Chief Executive: -

David Brown, Hospice Chairperson telephone number 01282 440123 or email: [david.brown@pendleside.org.uk](mailto:david.brown@pendleside.org.uk)

Trustees appointed to the Board will receive a full introduction and induction to the organization in the first six months.

If you have not acted as a trustee previously you may be interested in the guidance provided by the Charity Commission, The Essential Trustee: <https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3>

Pendleside is an independent registered charity and company limited by guarantee; and a member of Hospice UK. It is also a registered health care provider with the Care Quality Commission.

## PENDLESIDE HOSPICE TRUSTEES

### David Brown (Hospice Chairman)



After obtaining a degree in Electrical Engineering from Imperial College, London, David joined his family office stationery business which he grew over the next 23 years. Involvement with Pendleside piqued David's interest in healthcare and he is now a volunteer Community First Responder with North West Ambulance.

David first became a trustee in 2000. As Chairman, his role is to lead the board of trustees, chair board meetings and attend committee meetings. David is also the Regional Representative for the North West on the National Forum of Hospice Chairs.

### Helen Binns (Treasurer and Interim Secretary)



Helen is a Partner at Beavers and Struthers Chartered Accountant and Business Advisors and has over 20 years' experience working in financial practice. She has extensive knowledge and experience within the SME and owner-managed business market and specialises in the charitable and not for profit sector. In her previous role with P, M & M Helen acted as auditor for Pendleside Hospice.

Helen sits on our Finance Committee and has recently taken over the role of Hospice Treasurer, controlling all aspects of financial management

### Angela Brown (Chair of Clinical Governance Committee)



Angela is a retired nurse, health visitor and health service manager with 43 years' experience in the NHS. She was born in Yorkshire, trained in Edinburgh and Burnley and Pendle became her home in 1977. Prior to her retirement in 2013, Angela worked for the NHS as deputy chief nurse and associate director for patient safety and clinical quality.

Angela chairs the clinical governance sub - committee whose purpose is to make sure that the hospice achieves the clinical standards for patient safety and quality. Angela is also a member of the 'Pendleside Together' group, working hard to ensure the voice of patients, families, volunteers and members of our community really is at the centre of everything we do at Pendleside.

### David Walker (Chair of Income Generation Committee)



David owns a local business, +24 Marketing, which he set-up in 2010. David has been in marketing and technology throughout his career and started building websites when he was 12/13.

David is Chair of the Income Generation Committee, acting as a key link to ensure joined up and coordinated working between the various income generation work streams.

#### Mike Steel



Mike moved up to East Lancashire with his family in 2012 and settled in Cliviger. As part of a local business club, Mike regularly fundraised for Pendleside, taking part in challenges such as the National 3 Peaks, Yorkshire 3 Peaks and 24 hour sailing. When Mike's brother in law fell ill and spent several months as an inpatient, Mike was able to see, first-hand, the care and facilities that were being provided at Pendleside.

Mike sits on the Income Generation Committee, helping to develop and monitor the income generation strategy for the hospice.

#### Giles Williams



Giles studied for a Diploma in Physiotherapy at Lanchester Polytechnic, now Coventry University. Having become a qualified Physiotherapist, Giles worked at Burnley General, and after 37 years working in the NHS, he decided to become a volunteer at Pendleside Hospice.

Giles sits on the Clinical Governance Committee, advising the Executive Board of Trustees on clinical strategy, quality assurance and service developments.

#### Jaydee Davis



Jaydee is the Operations Director at Community & Business Partners, a not-for-profit organisation based in Blackburn. The organisation supports businesses across the world, as well as companies' right on our doorstep, with business mentoring and coaching.

Jaydee's background in HR and Recruitment means she is a valued member of the People's Committee. The Committee advise on ways to improve wellbeing and employee engagement, helping to identify Pendleside as a good place to work and volunteer.

#### Gillian Oakley



Gillian qualified as a nurse in 1995 and spent a few years working on the orthopedic ward before moving to community nursing in 1999. In 2005, she was accepted at Uclan to study to qualify as a Community Specialist Practitioner. Upon completion of her BSc, Gillian got her first job at Pendleside Hospice as the Hospice at

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pendleside Hospice, Recruitment Pack, Trustee April 2024

Home Sister. Gillian then went on to teach Advanced Practice and more recently, Palliative Care and Cancer modules.

During the Covid pandemic Gillian returned to Pendleside to work on the in-patient unit as part of the hospice's Covid response and, after seeing an advert for a clinical trustee, saw this as an ideal opportunity to remain involved at a more strategic level.

Gillian sits on the Clinical Governance Committee, ensuring that the clinical quality and objectives are in line with governance requirements.

#### Mark Irlam



Mark qualified as a solicitor in 1999 and now works as a Director at Mewies solicitors, Skipton. His current role is the Head of Litigation at Mewies, overseeing and dealing with all HR (employment law) cases, accident claims, medical negligence claims, boundary and neighbour disputes and any other business disputes.

Mark sits on the People's committee at Pendleside, assisting with employee engagement and looking at ways to identify Pendleside as a good place to work and volunteer.

Mark enjoys being able to give back to the Hospice with his time and has taken part in events such as the Mega-Raiseathon, National 3 peaks, Corporate Challenge and the Yorkshire 3 Peaks.

#### Elinor Green



Elinor worked for over 20 years in HR in the car industry in the UK, Germany, USA and India. Elinor spent the last 11 years of her career as Head of HR at Graham & Brown until retiring in 2022. Elinor sits on the People's Committee and sees her role as supporting the Pendleside Team to ensure strong governance is in place.

#### Amir Saeed



Amir has worked in education for over 18 years, having recently returned from Dubai after teaching there for six years. Amir now works as a Business Studies lecturer for Burnley College and UCLan.

Amir also helped to found the NK Foundation who have formed a close connection with Pendleside Hospice. Amir sits on the Income Generation Committee, making use of his extensive business experience to develop and monitor the Income Generation strategy for the hospice.

### Martin Schofield



Martin is a qualified Management Accountant and, up until retirement, worked as Plant Manager at BCF Automotive in Burnley.

Alongside his role as trustee, Martin also volunteers at the hospice on our furniture van assisting with deliveries to our retail operation.

Martin's financial background means that he is a valued member of the Finance Committee, ensuring financial compliance and reviewing the financial performance of the hospice.