

Recruitment Pack Volunteer Trustee



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About Age UK Hammersmith and Fulham

We have been working for older people for over twenty seven years and provide a wide range of practical services and activities that promote wellbeing and independence. We aim to promote the wellbeing of older people and to help make their life fulfilling and enjoyable experience and we are committed to reducing poverty and fighting disadvantage, defeating ageism and recognising diversity, addressing social exclusion and promoting more effective and responsive public services for older people.

Our Mission

Empowering older people to achieve a full quality of life

Our Vision

Making a positive difference to the lives of older people

A community in which older people flourish and where older people will

- **Be equal citizens with equal rights**
- **Have enough money for a secure and decent life, and have access as consumers to the products and services they need at a price they can afford**
- **Have access to the healthcare and social care they need**
- **Have the opportunity to live healthier longer lives and to enjoy a sense of well-being**
- **Live in homes and neighbourhoods that are safe and comfortable and which enable them to lead fulfilling lives**
- **Have opportunities to participate and contribute as volunteers, active citizens, good neighbours, family members, and workers**
- **Enjoy the benefits of longer life, wherever**

Our values

The older person is at the center of all we do. We encourage and enable the active participation of older people in the development and design of our services and we strive to create a supportive environment within which people can develop and realize their individual and collective potential.

Our work is guided by a set of values:

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- **Professional:** we are passionate about what we do and expect people to be able to rely on our services
- **Dynamic:** we are innovative and driven by results and constantly deliver for older people
- **Quality:** We will strive for excellence in the delivery of our services and activities.
- **Empowering and Enabling:** we support older people to have information and opportunities to empower them to make their own choices and improve the quality of their lives
- **Promote equality:** by treating, service users, staff, volunteers, and stakeholders with respect.
- **Influential:** We recognise that the interests and needs of older people are complex and diverse and work to ensure that their voices are heard.

What we do

Here are some of the many ways that Age UK Hammersmith and Fulham help older people.

Active Age Activities

There is a wealth of leisure, social and educational opportunities offered at our Greyhound Road Community Centre including yoga, keep fit, community café, holistic therapies, and cyber café.

We provide advice and information

At Age UK Hammersmith and Fulham we provide Information and expert advice on a wide range of issues is available at Age UK Hammersmith and Fulham. It's always confidential, it's free and we are independent of any statutory agency.

We provide a Befriending Service and offer practical support

Many older people who live alone or are housebound will benefit from the support offered by our In Touch Befriending Service. We want to recruit a team of local people to visit some of the most vulnerable older people in Hammersmith and Fulham at least once a week.

Befriending may simply involve popping round to somebody's home for a cup of tea and a chat, but may include helping older people with practical tasks such as help with light domestic tasks such as ironing, vacuuming.

We provide a Shopping Service

We offer an escorted door-to-door shopping service for people aged 50 or over who could not otherwise do their own shopping

We run charity shop

The income from our shop goes entirely to supporting our work for the older people of Hammersmith and Fulham. .

Volunteers

Age UK Hammersmith and Fulham aims to enhance the independence, dignity and quality of life for all older people in the Borough of Hammersmith and Fulham, and the

range of services and support that we provide would not be possible without the help of our volunteers.

Our Charitable Objects

To promote the following purposes for the benefit of the public and primarily but not exclusively of older people in and around Hammersmith and Fulham:

- preventing or relieving sickness, disease or suffering (whether emotional, mental or physical);
- promoting equality and diversity;
- assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion or other disadvantage; and
- Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

Our Services

Our **Volunteer Team** continues to grow, reflecting the strength of volunteering in the local community. Older people benefitted from 9,000 hours of volunteering time in 2018-19. The lowest estimate of the value added to the local community through volunteering is based on the minimum wage (currently £8.21 per hour). Age UK Hammersmith and Fulham volunteer contributions were worth a minimum of 222, 000 in 2019-18.

Our volunteers occupy a variety of roles and include befrienders, information and advice givers, office reception support, event delivery, social media support and the trustees who run the charity.

Our **Befriending Service** is for older people who may feel socially isolated and lonely. Our main target client group are the 9,800 (40%) Hammersmith and Fulham residents aged over 65 who live alone. We match each individual applicant with a suitable volunteer who visits their home for at least one hour a week to keep them company and have a chat. We keep in close touch to:

- **get** to know people well, find the right volunteer/client match and ensure that the relationship goes well;
- ensure continuity of service when a volunteer changes for some reason;
- provide regular support to volunteers by meeting them every 3-4 months so they do not feel overwhelmed, especially with clients who have high needs; and
- We also visit clients when volunteers pick up on a particular need where we can help.

Our Partners

Age UK Hammersmith and Fulham is committed to working in partnership to develop new services for older people and to provide our existing services.

We work with a number of Partners to develop and deliver our services and activities. One of our partners are the Hammersmith and Fulham Consultative Forum who we work with to provide a voice for older people in Hammersmith and Fulham and provide opportunities to influence and shape how services are developed and delivered.

Our Staff

Our staff team is well established and is committed to developing the best services with older people in Hammersmith and Fulham. We are committed to continually developing staff skills through training and peer support. Staff are encouraged to suggest new ideas and revisit existing services and activities in our desire to be led by the needs of older people and the community in Hammersmith and Fulham.

Our Trustees

We have a committed team of trustees, who are elected for a three year term and may continue to stand for election for three consecutive terms. We are keen to include on the Board trustees who are familiar with Hammersmith and Fulham and representative of its diverse community. We also want trustees with financial expertise, as part of our succession planning.

How to apply

Please download the Trustee Recruitment Pack from our website. It includes the Trustee role description and person specification, information about Age UK Hammersmith and Fulham and details of how to apply.

Applications are sought in the form of curriculum vitae (CV) and a letter setting out why you are interested in becoming a Trustee. Please ensure that your letter demonstrates how your experience, skills and abilities meet the selection criteria set out in the job description and person specification.

CV's should be returned to us before **5pm on Friday 6th December 2019** (though applications received after that time may be considered if we still have places available).

Completed electronic applications should be sent to:

dawn@ageukhf.org.uk

Please ensure that you clearly identify your name in the email title and that you are applying for a 'Trustee' role. Postal applications should be marked 'confidential' and for the attention of:

**Dawn Stephenson
Chief Executive
Age UK Hammersmith and Fulham
105 Greyhound Road
London W6 8NJ**

We will acknowledge receipt of email applications but regret that we are unable to acknowledge postal applications.

Interview Process

Interviews will be held at Age UK Hammersmith and Fulham at the above address. We will write to you soon after receipt of your application to let you know details about the interview process.

Role Description

Post:	Trustee
Location:	Age UK Hammersmith and Fulham Head Office
Status:	Voluntary
Responsible to:	Chair of the Board
Hours:	4 -8 meetings a year including quarterly Trustee Board meetings (usually Monday afternoons) and an annual planning day in addition to the Annual General Meeting.

Purpose of the Post

Trustees are responsible for the strategic direction and corporate governance of Age UK Hammersmith and Fulham. All trustees must act solely in the best interests of Age UK Hammersmith and Fulham

Selection & Appointment

Prospective trustees are assessed within the context of a skill, qualifications and experience matrix that is designed to best serve the organisation. Prospective trustees must be able and willing to give time to the efficient administration of their corporate governance responsibilities. They must be prepared to take an active part in meeting their collective and individual board responsibilities. They must demonstrate the seven Nolan principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

A trustee must be 18 years of age or more to be eligible in the first instance. However, certain people are legally disqualified from continuing to be, or from becoming a trustee. People who are disqualified are those who:

- have been convicted at any time of any offence involving deception or dishonesty, unless the conviction is legally regarded as spent; or
- are undischarged bankrupts; or
- have made compositions or arrangements with their creditors from which they have not been discharged; or
- have at any time been removed by the Commissioners or by the court in England, Wales (or by the Court of Sessions in Scotland) from being a trustee because of misconduct; or
- are disqualified from being company directors; or
- Are subject to an order made under s. 429(2) (b) of the Insolvency Act 1986.

It is the policy of Age UK Hammersmith and Fulham that all trustees provide a satisfactory Disclosure and Barring Service check prior to appointment.

Statutory Duties

1. To ensure that Age UK Hammersmith and Fulham complies with its governing document (the memorandum and articles of association), statutory duties, charity law, company law and any other relevant legislation or regulations.
2. To ensure that Age UK Hammersmith and Fulham pursues its objects as defined in its memorandum and articles of association.
3. To ensure that AUKL uses its resources exclusively in pursuit of its objects.

Other Duties

4. To contribute actively to the board of trustees' role in giving firm strategic direction to the organisation, setting overall policy, defining goals, setting targets and evaluating performance against agreed targets.
5. To assist in maintaining and developing the good reputation and values of the organisation.
6. To ensure the effective and efficient administration of the organisation delegated to the chief executive and management team.
7. To ensure the financial stability of the organisation.
8. To protect and manage the assets of the organisation (staff, volunteers, property & financial reserves) and to ensure the proper investment of the charity's funds.
9. To appoint the chief executive officer and monitor his/her performance.
10. To use your specific skills, knowledge or experience to help the board reach sound decisions by scrutinizing board papers, contributing to discussions, focusing on key issues and providing advice and guidance on new initiatives.
11. To seek to ensure that the needs of all older people are met, sensitive to age, sex, gender, race, disability and creed.
12. To challenge direct and indirect discrimination in the provision of

services.

13. To attend and assist in various meetings, events, workshops or seminars as required.

Time Required

Currently Age UK Hammersmith and Fulham Trustee Board meets quarterly for about 2 hours.

Trustees are expected to attend an annual Board strategy day and the charity's Annual General Meeting.

From time to time, trustees are asked to represent the charity at other meetings, if they can make themselves available. Board meetings usually start at 6pm and the AGM during normal office hours.

Person Specification

Qualifications, Experience and Knowledge

We want to have a wide range of people on the Board, and seek to be representative of the diverse population of the borough. Applications are encouraged from anyone who has an interest in helping older people of all ethnicities and sexual orientation. You do not need experience of working with charities.

We wish to increase the number of trustees with expertise in fundraising, marketing and communication

Skills and Abilities

1. Trustees should be able to think strategically and creatively to enhance the development and prosperity of Age UK Hammersmith and Fulham
2. They should have independent judgement combined with the ability to challenge appropriately.
3. They will have to read and analyse documents and should be able to provide constructive feedback.
4. They will need to be able to work effectively as a member of a team to ensure constructive decision making, including speaking openly on controversial subjects to enhance discussion and to enable the views of others to be explored.
5. They should have good interpersonal skills including oral and written communication.

Equal Opportunities/Diversity

6. Trustees must understand and be committed to equal opportunities and diversity.