

Trustee Recruitment Pack

October 2018



Foreword

Su Brown, Chair of Board of Trustees

Thank you for your interest in becoming a Trustee at Manchester Mind.

Dear Applicant,

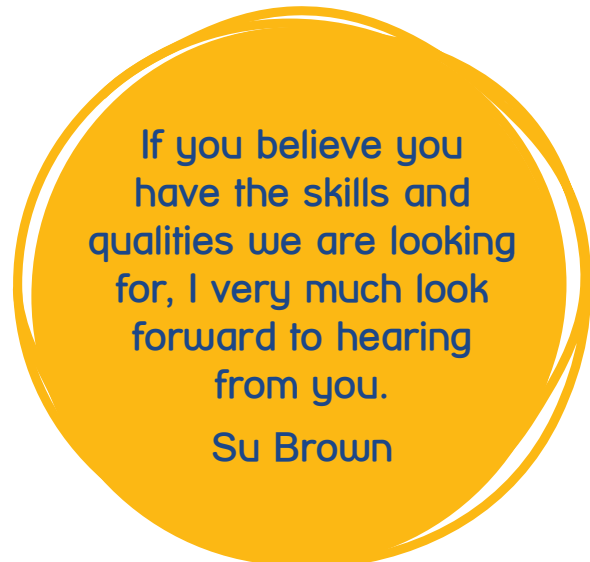
There has never been a greater focus on mental health, which is clearly highlighting the demand for services that can effectively enable people to deal with their mental health issues. At least one in four people are affected by poor mental health and the wider economic cost in Greater Manchester (GM) is expected to reach £3.5bn by 2021.

Manchester Mind's focus is on alleviating some of the key risk factors for poor mental health – poverty and deprivation, social isolation, lack of awareness, stigma and discrimination and lack of confidence and skills. We provide a range of services to adults and young people including:

- Advice services in areas of social welfare including housing and employment
- Food For All projects including community cafés and pay what you can lunch sessions. The cafés provide opportunities for social eating and volunteering, helping us to support healthy eating and meal preparation. We also have a catering social enterprise called Good Mood Food serving the Manchester business community.
- Children and Young People's services offering peer mentoring, community café, training, counselling, advice and volunteering.
- Training – both paid and free training for business and the community including mental health awareness and managing mental health in the workplace.

- Peer Support – we believe that people of all ages can support each other in their mental health and we have projects that enable this.

We receive funding for most of the projects we run but it has become increasingly important to diversify our income. Manchester Mind has been successful in increasing income through fundraising and trading activities (Good Mood Food and training). This has enabled us to support existing projects through gaps in funding and to initiate new areas of work in response to identified needs.



If you believe you
have the skills and
qualities we are looking
for, I very much look
forward to hearing
from you.

Su Brown

Manchester Mind is affiliated to Mind and as such maintains autonomy and independence whilst adhering to brand guidelines and complying with the Mind Quality framework. We have strong values, which we are keen to embed in everything we do from the front-line delivery to the Trustees and Board. We have moved



towards working collaboratively with our colleagues within the five local Minds, which operate in Greater Manchester. By working together we hope to extend the provision of services across GM and further increase funding and income. Manchester Mind has a good reputation with commissioners and we partner with both local Minds and other organisations on some of our projects.

Manchester Mind is looking forward to its 30th anniversary in 2019. The Charity now has a team of 60 full and part-time staff working across about 11 different projects. We are proud of our achievements and of our staff and volunteers who go the extra mile in delivering important and valuable services.

We have come a long way over the last few years but we have further to go and we are looking to strengthen our Trustee Board. We are particularly looking for people who have:

- Lived experience of mental health issues
- HR experience
- Experience of working in a mental health field

- Business/social enterprise experience
- Young people (aged up to 25 years)

Trustees usually join us and become involved with Manchester Mind for three years or more. The commitment we are expecting from trustees is attendance at six board meetings a year and up to four sub-committees a year. There is an expectation that trustees come to meetings having read the papers, which are sent out four days before the meetings.

Our commitment to you as a volunteer trustee is access to our training, a buddy system as well as a yearly appraisal. You will gain experience of governance of a charity and knowledge of mental health throughout Greater Manchester. Trustees are very important to us and we value your time and commitment. Manchester Mind is a great charity and doing some exceptional work with Manchester residents with great humanity and compassion.

If you believe you have the skills and qualities we are looking for, I very much look forward to hearing from you.

Su Brown
Chair of Board of Trustees

Manchester Mind in Brief

About Manchester Mind

Our purpose is to support better mental health for everyone .

We believe that everyone deserves to be supported in their mental health needs and that we have a part to play in that.

We value the commitment of our staff and volunteers who work hard to ensure our services are delivered in a way that enables people to feel heard and involved .

Our History

Hulme Advocacy Resource Project was first set up as a charity in 1989 to specifically meet the needs of residents of the Hulme area of Manchester, particularly to people who had been discharged from long stay hospitals and were finding it difficult to access their rights and entitlements. HARP soon started to deliver advice and support provision across Manchester and Hulme was changed to Health (Advocacy Resource Project). In 2002 HARP grew substantially as a contract to deliver Assertive Outreach was won closely followed by funding to set up YASP (Young Adults Support Project). HARP continued to grow as we took on the community café in the Zion Centre, which had become home to HARP as well as a number of other community organisations. In 2011 the charity took the decision to affiliate to Mind which was a really positive move in terms of aligning the charity with a powerful mental health brand. Manchester Mind are still supporting the delivery of Assertive Outreach albeit in a very different form. YASP has developed

further services for young people and advice is embedded in many of our services, while food continues to be a key way of engaging with people.

We deliver services across Manchester with bases in Hulme, Levenshulme and part of our delivery from Harpurhey.

Our Income

Currently our income is running at £1.5 million. The majority of this comes from contracts and grants but over the last five years we have started to develop a successful fundraising strategy, which last year generated £150,000. We are growing our charity business partners and individual supporters and have built excellent and beneficial relationships. Training has been developed to deliver to employers in order to promote awareness of mental health issues and also generate income. Good Mood Food (GMF) was set up in 2005 as an outside catering offer. After a shaky start GMF has been exceptionally successful with an average of 10% growth being achieved over the last five or six years.



Our Clients

The people that use our services are Manchester residents who have mental health difficulties. We work with people who have mild to moderate mental health problems as well as people who have a long-term diagnosis of mental illness. Manchester has some of the highest rates of poverty and deprivation in the country as well as comparably high levels of mental health problems. We understand that there are clear links between poverty and poor mental health and therefore a great deal of our work

is focused on working with people who are not only struggling with mental health problems but also with the impact of low income, debt and insecure housing.

Clients who use Good Mood Food and Training are primarily businesses in Manchester and sometimes beyond. In terms of fundraising the people we work with are large and small businesses, teams within businesses and individuals – many want to connect with Manchester Mind due to personal experience and wanting to give something to support others.

Our Services

Manchester Mind are delivering services to over 6,000 people through the following projects:

Advice Team, who deliver social welfare advice with a focus on welfare benefits.

Manchester Volunteer Advice Project – a partnership of advice organisations funded by Big Lottery. Volunteers are recruited centrally and trained and then support advice delivery in each of the five partner organisations.

Food For All – volunteering and social eating in two community cafés. Pay What You Can sessions across three venues – ensuring that people who are struggling have access to a 3 course meal at little (donation) or no cost. Good Mood Food also forms part of our Food For All service.

Children and Young People's service offers access to 15-25 year olds through an internet café which is very much run by young people as is the peer mentoring service. Young people also have access to advice, counselling and volunteering and support the delivery of mental health awareness sessions in schools and youth provision.

Peer Support Groups – three support groups supported by a Peer Support co-ordinator, run at two venues in the North and Central part of the City.

Building a Healthy Future – resilience courses for people with long-term conditions and also for people in later life.

Community Training – mental health awareness training offered free to local community groups and individuals.

Employer Training – Mental Health Awareness, Managing Mental Health in the Workplace, Trauma and Peer Support training to Blue Light staff, Managing Stress in the Workplace are some of the training courses on offer.

Mindfulness for Stress – 8 week course offered to staff and volunteers and paid for places for members of the public.

Assertive Outreach – Manchester Mind have a sub-contract to support delivery of this service in partnership with Greater Manchester Mental Health Trust.

All our projects are supported by dedicated staff and volunteers.

Greater Manchester Mind – working with colleagues in Tameside, Oldham and Glossop Mind; Stockport and District Mind; Rochdale and District Mind; and Mind in Salford. As a partnership we are looking to work collaboratively on delivering services together but also to look at economies of scale when possible. Our Strategic lead on this piece of work is employed by Manchester Mind.

An increasingly important support to the delivery of all our work is our Fundraising Manager, and Marketing and Communications Manager.



Our Relationship with Mind

We are part of the local Mind Network and have developed good relationships with national Mind. Our Director sits on a joint Network Futures Group (local Mind and senior national Mind staff) and we contribute regularly to the work of Mind.

Our Values and Beliefs

We recently went through a participatory process with staff, volunteers and trustees to define our values and beliefs, and it is our ambition that these are explicitly visible in all our work.

Manchester Mind Values

Openness:

being receptive to, and appreciative of, the skills, talents and perspectives of everyone

Belonging:

developing kind relationships that lead to feeling accepted, understood and able to contribute

Strength:

recognising and developing potential in others and ourselves, enabling resilience

Collaboration:

generous sharing of our resources, skills and talents enabled by clear and meaningful communication

Manchester Mind Beliefs

We believe:

- In the power of listening and feeling heard
- Everyone has value: something to offer
- Everyone deserves to be supported in their mental health needs and we have a part to play in that
- Better understanding of mental health, both personally and professionally, benefits everyone
- Being open to learning and reflecting on experience can improve mental health services: there is no single “right way”

Conclusion

Manchester Mind is a respected charity and has grown significantly over the past five years. We are committed to delivering and involving people in services and ensuring that we are able to measure and demonstrate impact. We still have work to do to improve on this, but with our values of Openness, Belonging, Strength and Collaboration at the centre and a focus on building kind relationships both internally and externally, we feel we are in a position to do this.

For more information

See our website manchestermind.org

Follow us on Twitter [@ManchesterMind](https://twitter.com/ManchesterMind)

and facebook.com/ManchesterMind

Role Description

Role	Trustee	Salary	Unpaid/Voluntary
Responsible to	Chair of Trustees	Subject to DBS check	Yes (enhanced)
Time Commitment	<ul style="list-style-type: none"> • Six board meetings per year held on the second Tuesday of the month 5pm to 7.45pm. Expectation is a minimum of 60% attendance. • Attendance at four sub-committee meetings per year – flexibly arranged to suit need of trustees but usually take about one hour and a half. • Attendance at one away day per year. • Occasional expectations to deal with any urgent matters outside board meetings, usually by email. • Time commitment to read papers. 		
Role Purpose	<ul style="list-style-type: none"> • The Board of Trustees works with the Director, Senior Managers, staff, volunteers and people with lived experience in setting the strategic direction of Manchester Mind. • The Board of Trustees are responsible for the good governance of the charity in line with best practice. 		



Key Duties and Responsibilities

As a Trustee, the Charity Commission specifies the formal (statutory) duties of our Trustees to be as follows:

	<ol style="list-style-type: none">1. Ensure Manchester Mind (MM):<ol style="list-style-type: none">a. Complies with its governing document, charity law, company law and any other relevant legislation or regulations;b. Pursues its objects as defined in its constitution;c. Uses its resources only to further the delivery of its objectives. (MM must not spend money on activities which are not included in its own objectives, no matter how worthwhile or charitable the activities.)d. Has effective and efficient administratione. Is financially stablef. Properly invests any funds2. Safeguard the values and integrity of MM3. Protect and manage MM property4. Contribute actively to the Board of Trustees, giving firm strategic direction to MM setting overall policy, defining goals and setting targets and evaluating performance against agreed targets.5. Monitor the performance of the Chief Executive and Senior Management Team as required
Regular Duties will involve	<ol style="list-style-type: none">1. Reading and scrutinising board papers2. Participating in and, where appropriate leading discussions3. Focusing on key issues4. Asking probing questions5. Providing guidance on initiatives6. Advising on issues where you have special expertise7. Joining one of the four Board Sub-Committees (NB the Treasurer will chair the Finance Sub-Committee. Other committees we currently have are Sustainability, Services and Strategy, but these may change following any review of governance.)8. To adhere to the Trustee code of conduct

Person Specification

Knowledge, Qualifications & Experience (essential)	Assessed by
<p>The knowledge, qualification and experience can be general or specific dependant on the role. Currently we are looking for the following:</p> <ul style="list-style-type: none"> ● HR experience by which we mean significant experience of managing and/or contributing to organisational HR issues, in order to support trustees and staff in policy development. HR qualification would also be an additional bonus. ● Lived Experience of Mental Health issues – by which we mean experience of mental health issues, which may include using services whether statutory or voluntary. It is important to us to ensure that we have that experience feeding into decisions taken by the trustees. ● Young people – as a significant part of our work is with young people we feel it would be valuable for a young person to be on our board of trustees to bring their experiences to the discussion. ● Working in a mental health field – to ensure that the board have experience and knowledge of mental health and associated services which can contribute to board intelligence. ● Working in a business/social enterprise – ensuring that the board increases knowledge around developing business opportunities to support our strategy towards diversifying income. 	All through the application and interview
Values & Behaviours (essential)	
A strong commitment to wanting to improve the access and quality of mental health services and also to social justice	
Ability to provide constructive feedback in Board discussions while being able to hold staff to account	
Ability to be a valuable team member of the Board	
Ability to make collective decisions and stand by them	
Willingness to represent the Board in public when required	
Is committed to preparing for Board meetings and sub-committees adequately and attend at least 50% of meetings	
Will preserve confidentiality on sensitive and confidential information	
Upholds the values and beliefs of Manchester Mind	
Can analyse information and, when necessary challenge respectfully	
Can respect boundaries between executive (staff) and Trustee and Board functions	
Ability to think creatively	
Ability to understand risks to the charity and a willingness to manage risk positively	
Willingness to work collaboratively, sharing skills, talents and knowledge	
A commitment to listening to all points of view	

Applications

If you are interested in applying to be a Manchester Mind Trustee please provide a CV and a covering letter in which you should address the areas of specific experience, values and behaviours within the person specification.

Please email to info@manchestermind.org.

If you would like to discuss your application further before applying please email our Service Director:
elizabeth.simpson@manchestermind.org

Manchester Mind is an independent local mental health charity which delivers advice, information and support to thousands of young people and adults every year.

Our vision is of a city that promotes good mental health and that treats people with mental health issues positively, fairly and with respect.

If you would like to find out more or to get involved, please get in touch.

telephone 0161 769 5732
email info@manchestermind.org
twitter [@manchestermind](https://twitter.com/manchestermind)
website manchestermind.org