

Trustee Role Description for St Raphael's Hospice

1. Overview of Organisation and Role

1.1. About St Raphael's Hospice

At St Raphael's Hospice, we strive to improve the lives of those affected by terminal or life-limiting illnesses, giving them and their carers the confidence to cope and enjoy the best quality of life possible. We care for patients wherever and whenever they need us. When life comes full circle, we are there for our community, enabling them to live their life to the full. We believe that hospice care is about life and living, not just death and dying.

For over 30 years we have been providing expert hospice care for people in Merton and Sutton at no charge, aged 18 and over irrespective of their race or religion. We offer care provided in people's home, outpatient clinics and day therapy at the Wellbeing Centre. With the help of our skilled staff and dedicated volunteers, we are able to meet the emotional, spiritual and social needs of our patients, as well as those of their family and friends before and after death. We are there for everyone who needs us at the most difficult time of their lives - to hold one's hand and to soothe the soul, not just for the relief of pain.

1.2. Purpose of the Board of Trustees

The Board of Trustees has legal oversight of the charity, including responsibility for meeting statutory requirements and reporting to Companies House and the Charity Commission of England and Wales. The Board of Trustees also has strategic oversight of the charity, ensuring that ambitious strategic goals are set and worked towards effectively. The Board of Trustees works in collaboration with the Joint CEOs and senior team to make decisions on key issues, offering support and challenge as part of this. The Board of Trustees also acts as a point of escalation for internal and external stakeholders, for example in line with the Hospice's Complaints Policy or Speaking Up (Whistleblowing) Policy.

1.3. Board Statement of Values

The Board of Trustees commits to working collaboratively and effectively, as a collective decision-making body, to ensure the success of the charity and that the founding ethos of the charity continues to thrive. In doing so, Board members commit to working in line with the St Raphael's Hospice Code of Conduct and upholding the [seven principles of public life](#): selflessness, integrity, objectivity, accountability, openness, honesty and leadership. The Board values diversity of thought, perspectives, skills and background. St. Raphael's Hospice strives to maintain an atmosphere of openness throughout the organisation to promote confidence of the public, stakeholders, staff, charity regulators and government. The Board emphasises transparency in its actions and through the policies and publications that it approves.

1.4. Board Decision Making Principles

The Board of Trustees helps to make objective, long-term decisions on key issues in order to advance the charity's mission and goals. Typically, such key issues will include but may not be limited to: goal-setting; strategy; programme or product design; relationships with important stakeholders (e.g. government, Care Quality Commission [CQC], Clinical Commissioning Groups [CCGs], Sustainability and Transformation Partnerships [STPs] and the local community); public relations; finances; employment; safeguarding; any other legal matters.

2. Responsibilities

All trustees are asked to meet the following responsibilities:

- To uphold the statement of values outlined in 1.3
- To adhere to the decision-making principles outlined in 1.4
- To ensure that the charity focuses on achieving its mission
- To comply with all applicable terms of reference and laws
- To act in the charity's best interests
- To manage the charity's resources responsibly
- To act with reasonable care and skill
- To ensure that the charity is accountable
- To make sufficient time available to exercise their duties
- To follow up promptly on all actions and requests
- To offer support and challenge to the Joint CEOs and senior team
- To support risk management, safeguarding and data protection
- To use appropriate channels for communication and data sharing
- To promote and support the charity externally
- To share contacts and opportunities from within their network

3. Person Specification

3.1. Eligibility

Trustees must meet the Charity Commission eligibility criteria. Any trustee must be at least 18 years old and not be disqualified according to Charity Commission guidelines – [link here](#). These include unspent convictions for specific offences, as well as financial and non-financial legal reasons.

3.2. General Experience, Knowledge and Skills

- Commitment to the Hospice's mission and strategy
- Ability to contribute to analysis and decision-making
- Excellent interpersonal and relationship skills
- Ability to network and promote the charity externally and particularly within the local community
- Professional expertise in one or more fields
- Experience of the health and hospice sector and/or other relevant sectors
- Understanding of charity governance and relevant requirements
- Willingness to work within the governance frameworks agreed by the charity

3.3. Specific Experience and Skills

This is an exciting opportunity to join St Raphael's Hospice during a time at which the Communications and Fundraising teams are growing to support local outreach. We would welcome individuals to join the Board, and also our Fundraising & Communications Committee, bringing the following expertise:

- Organisational communications and marketing planning
- Effective use of social media tools and campaigns
- Strategic events and partnerships
- Linkages between communications and fundraising/ income generation activities

4. Trustee Commitment

4.1. Voluntary nature of Trustee role

The role is not accompanied by any financial remuneration, although reasonable travel expenses may be claimed in line with the Trustee Expenses Policy

4.2. Appointment term

Trustees are invited to serve an initial term of three years, with the potential for a second term of three years if agreed as part of the Trustee term renewal process.

4.3. Time commitment

The Board of Trustees meets for at least five regular meetings per year. Further to this, the Board of Trustees may also meet for additional away days or extraordinary meetings.

Meetings are usually held in person in at the Hospice site or offices, but may be held virtually as required. Trustees are able to join via conference call or video conference if needed and as agreed with the Chair.