



# Trustee Candidate Pack

February - March 2019

# ABOUT HERITAGE CARE

Heritage Care is a charitable organisation that provides a range of flexible individualised care and support services for people with learning disabilities, mental health support needs and older people.

Their services include supported living, domiciliary care, housing & care (extra care) schemes, care homes, day services and respite/short breaks. Their registered office is in Loughton, Essex with regional offices in Bromley (London), Grantham and Bourne (Lincolnshire), Norwich (Norfolk) and Burton-on-Trent (Staffordshire).

They support over 1,000 people each day and employ around 1,500 staff across more than 120 locations within the following areas: Buckinghamshire, Derbyshire, Gloucestershire, Hertfordshire, Kent, Leicestershire, Lincolnshire, London Boroughs (9), Norfolk, Nottinghamshire, Staffordshire, Suffolk, West Midlands, West Sussex and Worcestershire.

Heritage Care has an experienced and accomplished Board but would like to attract new members with a dynamic, innovative approach to take us forward into 2020 and beyond to help us achieve our strategic aim.

They are looking for individuals who are willing to challenge and be advocates for our services, who both embody and share our values: People that always behave with integrity and that seek to inspire everyone they come in contact with. People that respect diversity and value inclusiveness. People that constantly innovate to meet the needs of those we serve and impact lives in a positive way.

As a volunteer, you will play a vital role in making sure that our charity has the best interests of the individuals we support. We ask that you make an annual commitment to attend a minimum of four Board meetings (usually held in the London area) plus ad-hoc meetings and visits to our support services.





## OUR SERVICES

Heritage Care has been providing high quality social care services for adults as a charitable organisation since 1993. We are proud of the range and diversity of community based services we offer including specialist care and support services to people with learning disabilities, people with mental health support needs and older people. We also provide specialist dementia care services.

### CARE & SUPPORT AT HOME

We believe that everyone has the right to choose how they wish to live their life and for many this will involve supporting them to be independent within their own home and as part of their local community. We are committed to delivering person centred approaches to service delivery designed with the individual and their care and support needs.

### RESIDENTIAL & NURSING CARE

We recognise that residential care is a positive choice for many people. Building on our philosophy of personalised services our approach to supporting people is based on individualised care planning, providing homely surroundings and helping people to choose their lifestyle.

### SHORT BREAKS & RESPITE

We have a long tradition of providing quality short breaks/respice services for individuals either in accommodation-based services or supporting people in their own homes. We can provide support at home in all of those counties in which we provide learning disability services. Utilising our extensive domiciliary branch staffing structure we can provide individualised services.

### INNOVATIVE EXTRA CARE HOUSING

In 2015 Heritage Care began providing care at two innovative new developments which have been purpose built by Rooftop Housing. Both Dorothy Terry House in Worcestershire and Dora Matthews House in Gloucestershire offer residents the opportunity to continue to enjoy their independence whilst having the security of having as much care as they require on hand 24 hours a day.

### MENTAL HEALTH SERVICES

We work with people who have a wide range of mental health needs, from mild anxiety and depression to severe and enduring mental health problems. We do this by providing innovative, effective, value for money services and training to individuals, community groups and mental health professionals. Within the Group we have experts in Recovery and can provide effective step down services that are effective for people who have complex needs.

# PERSON SPECIFICATION FOR TRUSTEES

- Senior management operational/strategic experience in a private or third sector organisation;
- A commitment to the vision, mission and values of the Heritage Care Group;
- An awareness and interest in health & adult social care and the role of the third sector in providing services;
- An empathy or understanding of the needs of disabled people and those who are vulnerable and disadvantaged and in need of care & support;
- An understanding of quality & safety, service development and service procurement;
- An ability to communicate at Board level and offer objective and reasoned advice and comment;
- An appreciation of the role of equal opportunities and diversity and how these should be applied;
- An ability to attend quarterly Board meetings, Board residential days, sub committees, training events and other ad hoc meetings, and to visit services on occasions.;
- An ability to communicate via e-mail as most correspondence is sent out electronically.

## TRUSTEE VACANCIES

- **Quality trustee:** This will be someone who can demonstrate that they are up to date with the clinical practice, regulations, legislation etc. which are relevant to Heritage Care's client group.
- **Lived experience trustee:** Someone who can further strengthen the Board's understanding of the 'lived experience' of the services Heritage Care provides. This will be someone who has first-hand experience of Heritage Care's client groups, perhaps having been a service user or having worked in these services, and who can bring this perspective to board discussions.
- **Treasurer:** A financially qualified trustee to assume the role of Treasurer and ensure that the corporate financial affairs of Heritage Care are conducted efficiently and with due regard to financial probity and accounting requirements.



## FURTHER INFORMATION

The successful Trustees will be expected to have:

- senior management operational experience of a large sized organisation;
- an awareness and interest in health and social care/housing and the role of the voluntary sector in the provision of services;
- an empathy or understanding of the needs of disabled people and those in need of care and support/housing;
- an ability to communicate at Board level and offer objective and reasoned advice and comment;
- the ability to volunteer their time at least four times every calendar year;
- the ability to prepare for and attend at least 4 Board meetings a year;
- the ability to prepare for and attend occasional meetings required from time to time;
- the ability to offer advice and support to the executive team on specific issues in which they have particular expertise.

## HOW TO APPLY

The recruitment process is being undertaken by Inclusive Boards on behalf of Heritage Care. If you wish to apply for this position, please supply the following:

- A detailed CV setting out your career history, with responsibilities and achievements;
- A covering letter highlighting your suitability for the role and how you meet the person specification.

Please send your CV and cover letter to  
[andrei.r@inclusiveboards.co.uk](mailto:andrei.r@inclusiveboards.co.uk).

**Deadline:** 24th March 2019 at 23:59  
**Interviews:** early April 2019  
**First Board Meeting:** TBC

If you would like to discuss this opportunity further please contact [Andrei Racasan](#) at [andrei.r@inclusiveboards.co.uk](mailto:andrei.r@inclusiveboards.co.uk) or on 0115 934 8437.