



**Trustee Recruitment Pack
2018**

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Welcome to Age Concern Jersey

Thank you for your interest in becoming a Trustee of Age Concern Jersey.

Age Concern Jersey is looking to appoint new Trustees to the Board. It is a very exciting and important time in the history of our organisation.

Working alongside our existing Board and patrons, Air Chief Marshall Sir Stephen Dalton and Lady Dalton, you would be joining a forward-looking Board of Trustees who care passionately about the lives of the people we support.

In addition to increasing the diversity of the Board as a whole, we are seeking Trustees who can extend the Board's expertise in one of the following areas: Income generation and fund raising; Property expertise; IT knowledge, expertise in gathering quantitative and qualitative data & the benefits of social media.

A commitment to the people we support is an essential. To find out more about our work, please read through the information enclosed in this pack and on our website www.ageconcern.je

Initial Interest

If you would like to speak to us directly for more information, please call Ben Shenton, our Deputy Chair on 07797 742436, or email shentonb@yahoo.com.

Should you wish to proceed further you are asked to apply as indicated on page 12.

About Us

The next few years for Age Concern Jersey will be a period of significant change. The retirement of Daphne Minihane as Chair after a golden period of careful and caring stewardship brings an important chapter to a close and we are thankful for her continuation as Honorary President to bring maturity and experience to our deliberations.

Age Concern Jersey has been working with the Jersey's older people for almost 30 years, and we are widely regarded as a trusted local charity. But the traditional role of voluntary organisations is changing fast, and there are new expectations of what we can do on all sides.

Like all charities, we are operating in a rapidly changing environment, presenting us with both challenges and opportunities. Factors that affect us include significantly reduced budgets for the third sector in the form of Government grants, and the growing needs of Jersey's ageing population.

Our Principal objectives:

- To provide support and services to Jersey's older people, and those who care for them
- To reduce isolation, poverty and health inequalities
- To promote positive ageing and independence by supporting active and healthy lifestyles
- To inform local older people and those who care for them of their rights and choices

Our underlying principles:

We are a charity

We seek to make a distinctive contribution that adds to the local mix of services on offer to Jersey's older people from commercial or statutory providers.

We listen and learn

We will actively research the needs of Jersey's older people and those who care for them and develop our services to meet those needs if we can do so at the right quality.

We seek financial independence

We will build a healthy mix of income sources, including earned income, contracts and fundraised income, so we are free to fund purely charitable work or pilot new work.

Our Vision, Mission and Values

Our vision

Our vision is for Jersey to be a place in which people in later life flourish.

Our ambitions are that everyone in later life should:

- enjoy life and feel well
- receive high quality health and care
- be comfortable, safe and secure at home
- feel valued and able to participate

Our mission

Our work is driven by what older people tell us matter to them, and we provide a range of services which support the independence and wellbeing of Jersey's older citizens and positively improve their quality of life.

Our Values

Our values set out how we strive to treat all our clients and supporters:

Honest, open and accessible

We will:

- be clear about what we can and cannot offer;
- be open to ideas, suggestions and new ways of doing things; and
- make it easy for people to access information about what we are doing and to access the services we provide.

Attentive, resourceful and agile

We will:

- listen to, reflect and act appropriately on what older people are saying;
- use data and feedback to help us understand what local people want; and
- be flexible and responsive in our service planning and delivery.

Supportive, assertive and empowering

We will:

- support older people to make choices to enhance their own well-being;
- speak up for older people on issues that concern them, particularly where there is disadvantage, inequality or exclusion; and
- support older people in equipping themselves to engage in community and civil society.

Independent, reflective and inclusive

We will:

- seek to promote change which leads to improvements for older people;
- monitor and evaluate what we do, to ensure we are making a difference; and
- develop a strong volunteer base from all sections of the local community.

Location

Age Concern Jersey's (ACJ) main operations are carried out from Windsor House in St Helier. These include lunchtime meals, charity shop, frozen meal service, daily events and activities, hairdressing, chiropody and general advice and support. Whilst the building is centrally located and has good parking facilities its imposing Victorian structure is burdensome and no longer fit for purpose. We are currently working in partnership with Andium Homes to construct a purpose built, ground floor premises opposite the existing building that better meets the needs of the ageing local community. Such needs include accessibility, convenience and lifestyle. It is hoped that the build will be complete by the end of 2021. It is unlikely that the retail shop will be accommodated in the new building and proposals include the possibility of building ACJ commercial premises within Andium's Ann Court development in St Helier.

Current Services

Day Care Centre. Our Windsor Road Centre is open week days from 9:00 am to 5:00 pm and currently we close on Bank Holidays and during the Christmas week. Our clients visit the Centre for lunch and to join in organised activities that are aimed at improving mental and physical wellbeing. Many of our clients are collected and returned home in one of our three minibuses.

We serve lunches daily, but space limitations mean that we are currently limited to 28 covers each day. Some days are now oversubscribed, and a wait list is in place. With the move to new premises it is anticipated that covers will double.

Charity Shop. We operate a small shop on the ground floor elevation to the front of Windsor House. Opening hours are currently Monday to Friday, 10:00 am to 4:00 pm. Due to limited space only small, high turnover stock is displayed. It is also an important social space with many customers visiting daily to browse, purchase, donate and benefit from retail therapy and friendly interaction.

Frozen Meal Service. We offer a delivery service of frozen meals across the Island on Mondays and Thursdays. This service is independent of the Meals on Wheels service, and there is potential for greater synergy. The service is subsidised by a grant from Health and Social Services.

Events and Activities. These take place on most days and range from card making and board games to gentle physical workouts, karaoke singing sessions and mindfulness classes. There is also an afternoon Bingo club at St Thomas' Community Hall on Tuesdays, which is often preceded by a talk from a local interest group or society. Throughout the Spring and Summer months we organise trips to various Island beauty spots and attractions, stopping at places of interest for afternoon tea.

Chiropody. A chiropodist visits the Day Centre monthly and home visits are also carried out, by private arrangement.

Hairdressing. The salon is open every Thursday and Friday. The cost to the customer is set well below high street prices.

Advice and Transport to appointments. This is provided as and when required, subject to availability, for clients who must attend appointments (clinical for example) and have no one they can ask for advice or to accompany them. General day to day assistance in completing forms is also offered, calling in specialist knowledge as and when necessary. Some information and links are available from the website

Staffing

We currently employ 8 paid members of staff, all based at Windsor House, three of whom work 30 hours or more. In addition, ACJ has a network of volunteer staff who work in all areas of the organisation and without whom we could not continue to provide the services that we offer now.

Strategic aims 2018-2021

We are determined to look ahead, to keep moving forward and to ensure that Age Concern Jersey continues to improve the lives of as many of Jersey's older citizens as possible.

In broad terms, our strategy for 2018-2021 has the following key strands:

- To embed a robust, sustainable mixed funding model. We need to diversify our income streams and reduce the current unpredictability of our funding.
- To provide a new, purpose-built day centre in St Helier that meets the needs of the ageing local community and a charity shop of increased size that will enable ACJ to better display donated items and operate on a more commercial basis and more profitably. This will be the core focus of fundraising activities and the foundation on which to build and secure the future for ACJ and its unstinting support for elderly people.
- To grow our services to meet growing local needs. To do this, we will need to increase our capacity to assess the impact of existing services and to design and develop new services (for example by helping older people settle in successfully at home or elsewhere after a stay in hospital).
- To continue our efforts to 'listen and learn'. We need to move forward, based on real evidence, with what helps local older people and their families most. To do this, we will build new kinds of expertise in gathering quantitative and qualitative data.
- To grow the size and quality of our membership and volunteer workforce. We need to recruit more volunteers/members, who remain fundamental to our work, and at the same time to actively develop our existing volunteers' skills and roles.
- To work collaboratively with like-minded local partners. We need to actively explore how we can extend our reach and improve cost effectiveness by working with other local networks, statutory services, plus appropriate local corporate bodies and local charities.

In summary, we are determined to develop ourselves in a business-like way, and pursue strategies designed to improve our 'fit' with our current environment.

Strategic challenges

Trustees have identified the four main strategic challenges we face as a small charity in a complex, changing environment as follows:

- The demand for our services is set to increase.
- The number of older people in Jersey is growing much faster than the rest of the population, with those over 80 set to double in the next 20 years.

- These 'oldest old' citizens are more likely than most to face the challenge of living with multiple long-term conditions but have less support from increasingly scattered families.
- Isolation will continue to be a problem for many.

The Role of Trustee

To provide governance to Age Concern Jersey, represent it in the community and accept the ultimate legal authority for it.

General responsibilities

- Ensure that Age Concern Jersey complies with its governing document, charity law, company law and any other relevant legislation or regulations.
- Ensure that Age Concern Jersey pursues its objects as defined in its governing document.
- Ensure Age Concern Jersey applies its resources exclusively in pursuance of its objects.
- Contribute actively to the role of the Board of Trustees of Age Concern Jersey in giving strategic direction, setting overall policy, defining goals, setting targets and evaluating performance against agreed targets.
- Safeguard the good name and values of Age Concern Jersey.
- Ensure the effective and efficient administration of Age Concern Jersey
- Ensure the financial stability of Age Concern Jersey and ensure the proper investment of the charity's funds.
- Be aware of and abstain from any conflict of interest.
- Keep the beneficiaries at the heart of decision making

In addition to the above statutory duties, each Trustee should use their specific skills, knowledge or experience to help the Board of Trustees reach sound decisions and provide candid and constructive criticism, advice and comments.

Further duties

- Use networks to champion and promote Age Concern Jersey.
- Network on behalf of Age Concern Jersey to support income generation from organisations and individuals
- Be accountable to funders for the services provided and funds expended.
- Support the staff to improve operations by bringing specialist skills and knowledge, networks and experience on different aspects of the operations as required.
- Scrutinise Board papers and prepare for meetings.
- Keep informed of the services provided by Age Concern Jersey.
- Monitor and evaluate the effectiveness of the organisation through a regular review of programmes and services.
- Approve major actions of Age Concern Jersey such as capital expenditure and major programme changes and initiatives.
- Annually review the performance of the Board and take steps to improve its performance.
- Seek new Trustees when appropriate.
- Appoint independent auditors.

Trustee person specification

- Commitment to Age Concern Jersey, the beneficiaries and the issues they face.
- Willingness to devote the necessary time and effort and participate actively in the work of the Board.
- Strategic vision.
- Good, independent judgement.
- Ability to think creatively.
- Willingness to speak their own mind.
- Understanding and acceptance of the legal duties, responsibilities and liabilities of Trusteeship.
- Ability to work effectively as a member of a team, respectful and supportive of the staff and fellow trustees.
- Willingness to be available to staff for advice and enquiries on an ad hoc basis.
- Knowledge and skills in one or more areas of Board governance.

Desirable

- Experience of involvement with the elderly and demonstrate commitment to the work.
- Experience of being on other boards.

Time Requirements

The Board meets monthly in the early evening for no longer than two hours. There will be a further time commitment of Board preparation and events. Board members are also expected to spend some time helping the staff employed by Age Concern Jersey in a manner suitable to their personal circumstance and skill set.

In 2018/2019 we are aiming to provide balance to our existing board through the following:

1. Income generation and fundraising experience
2. Property expertise
3. IT knowledge, expertise in gathering quantitative and qualitative data & the benefits of social media

Although expressions of interest will also be welcomed from persons with other skills to offer.

Term of Office

Trustees are asked to serve for a period of three years from the date of appointment and are permitted to serve a maximum of three terms in succession. We operate a third by rotation of Trustees to ensure continuity of governance and allow for turnover to be accommodated.

How to Apply

Some people are not allowed by law to be a charity trustee:

- Someone with a conviction (whether or not spent) for an offence involving dishonesty or an offence under the 2014 Charities Law.
- Someone who is a bankrupt or otherwise insolvent.
- Someone who has been removed under either Jersey Law or the courts from being a charity governor.
- Someone who is disqualified from being a company director.

If you are interested in becoming a Trustee, we should be grateful if you would submit a brief CV together with a short covering letter setting out: Why would you like to join the Board of Age Concern Jersey and what you hope to bring as a board member.

This should be sent by email to:

Ben Shenton at shentonb@yahoo.com

If you would prefer to post your application please address it to Ben Shenton, marked "Private & Confidential" and "To be opened by addressee only", at Age Concern Jersey, Windsor House, Val Plaisant, St Helier, Jersey JE2 4TA