



HeartsTogether

Chair of the board of Trustees

Recruitment Pack 2024



Registered Charity No. 1183181
www.heartstogether.org.uk



A warm welcome from the Board of Trustees

Thank you for your interest in becoming the Chair of Trustees at Hearts Together!

We are a UK charity based in the South West. We exist to enable families and loved ones to stay close together during difficult times in our Hospital Hotel – a home away from home. We provide support care and compassion when it matters most.

Our Hospital Hotel is situated close to Plymouth University Hospitals NHS Trust, a leading regional specialist centre of excellence for the wider Southwest. The charity's focus is primarily on supporting patients' families and patients from across the region, and indeed further afield, who want to be close to their loved ones during difficult times.

Over 150,000 patients, carer and relatives have benefitted from our services since 2001, often finding themselves with us at the most difficult time of their lives. As a charity we are hugely proud of the impact that our support and services have on the people who stay with us, represented by the sheer volume of thanks and heartfelt appreciation feedback the team receive daily.

This year to date there were over 3000 nights stay that we were unable to accommodate, due to a lack of capacity within our existing Hospital Hotel accommodation. This challenge is only set to increase as more and more specialist services are being provided by University Hospitals Plymouth NHS Trust.

Therefore, the charity is embarking on a very exciting stage of growth and development as we work towards expanding the hotel and our services. An ambitious but necessary challenge. Our primary objective is to put employees, volunteers, patients, carers and relatives at the heart of all we do, to build and develop services around and to meet their needs.

We are looking to appoint a new Chair to lead our Board of Trustees to support our current and future plans during a time that will most certainly be looked back on as the most crucial in our development.

If you would like to join our board and play a vital part in making this happen, please do apply. This pack aims to give you an insight into the work we do, our values, culture, and passion.

I hope this opportunity excites you as much as it does us, and that you'll consider joining us for the next stage of our journey.

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I can't stress how invaluable this facility has been to us. I'm not sure how we would have managed if we'd had to travel back and forth spending hours in the car whilst feeling so poorly. It was the perfect transition between hospital and home, we will be forever grateful to Hearts Together.

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We are now at a very exciting stage of growth and development within the charity.

Who Are We:

As a charity, we provide accommodation in the form of our Hearts Together Hospital Hotel in Plymouth, for patients, carers, and relatives when receiving medical treatment or visiting a loved one in hospital. We also offer a range of additional practical, financial, and emotional support services to help those dealing with complex challenges such as end-of-life care and emergency or life-changing illnesses.

Our History

Hearts Together began its life as 'HeartSWell', established by the late Monica Pearce, who experienced first-hand the combined challenges of caring for a loved one and having to travel long distances for treatment. Monica initially raised funds to provide the first cardiac care centre at Derriford Hospital in 1997. She then went on to raise funds to build HeartSWell Lodge as a CIC which opened in 2001, helping to support and accommodate heart patients and their relatives. Over the years £350,000 of equipment has been donated to cardiology departments across the South West by the charity, transforming the advancement of care and treatment for cardiac patients within the South West.



Hearts Together Now:

Although originally founded as a heart-based charity, due to the increased development of specialist services provided by the local healthcare centres, resulting in more people subsequently having to travel further for a broader variety of treatments, the charity identified the need to extend the support and accommodation to help all patients, carers and relatives with health-related needs. The facility now supports around 7,500 guests each year with an ever-increasing demand. On 1st July 2019 HeartSWell Southwest merged with The Lodge to form Hearts Together. Hearts Together continues the brilliant work of the former charity with plans for more as it responds to the everchanging need of its beneficiaries.

The annual income of the charity is circa £500k per annum with a strong level of reserves. Income streams include community and individual donations and revenue from accommodation. Day to day operational responsibility has been delegated to the CEO, and the charity currently employs 11 staff and 4 self-employed counsellors.

The Future

Here at Hearts Together we have an ambitious and exciting future! We hope to expand and develop our current facilities with a £11.5M project, so that we can increase the services and accommodation.

Our Purpose

And our values

Our Purpose: We enable families and loved ones to stay close together during difficult times in our Hospital Hotel - a home away from home. We provide support, care, and compassion when it matters most.

Our Culture: People are at the heart to everything we do. We act with kindness, integrity respect, and empathy. We take the time to understand what really matters and work together with others to deliver vital support to those who need us.

Support, care, and compassion. Everyday.

Our Values

We are
people
focused

People are at the heart of everything we do. Our people focus drives all we do for our guests, our beneficiaries, our team, and our partners. We treat people as individuals and take the time to understand what matters most to them. We act with care, compassion, and kindness.

We are
collaborative

We work together as a team and with others to meet individuals' needs. We believe that being inclusive and embracing diversity helps us to better achieve our goals. We collaborate to inform what we do and how we do it. We believe that the whole is always greater than the sum of its parts. We know we are stronger when we work in partnership, sharing skills and strengths.

We are
progressive

We have drive and determination. We are continually looking at how we can do things better. We seek out opportunities for continuous growth and improvement, to ensure we continue to deliver high quality, forward thinking and innovative services, for the people we are here to support.

Looking Ahead

Our five-year plan

Consolidate

To develop a sustainable and scalable operating model. This will focus on both internal operations as well as the external influences such as support and recognition from the NHS Trusts and Government.

Develop

To collaborate and work in partnership to provide services which meet current and future needs. Looking at the wider community to create links with external organisations and community groups.

Sustain

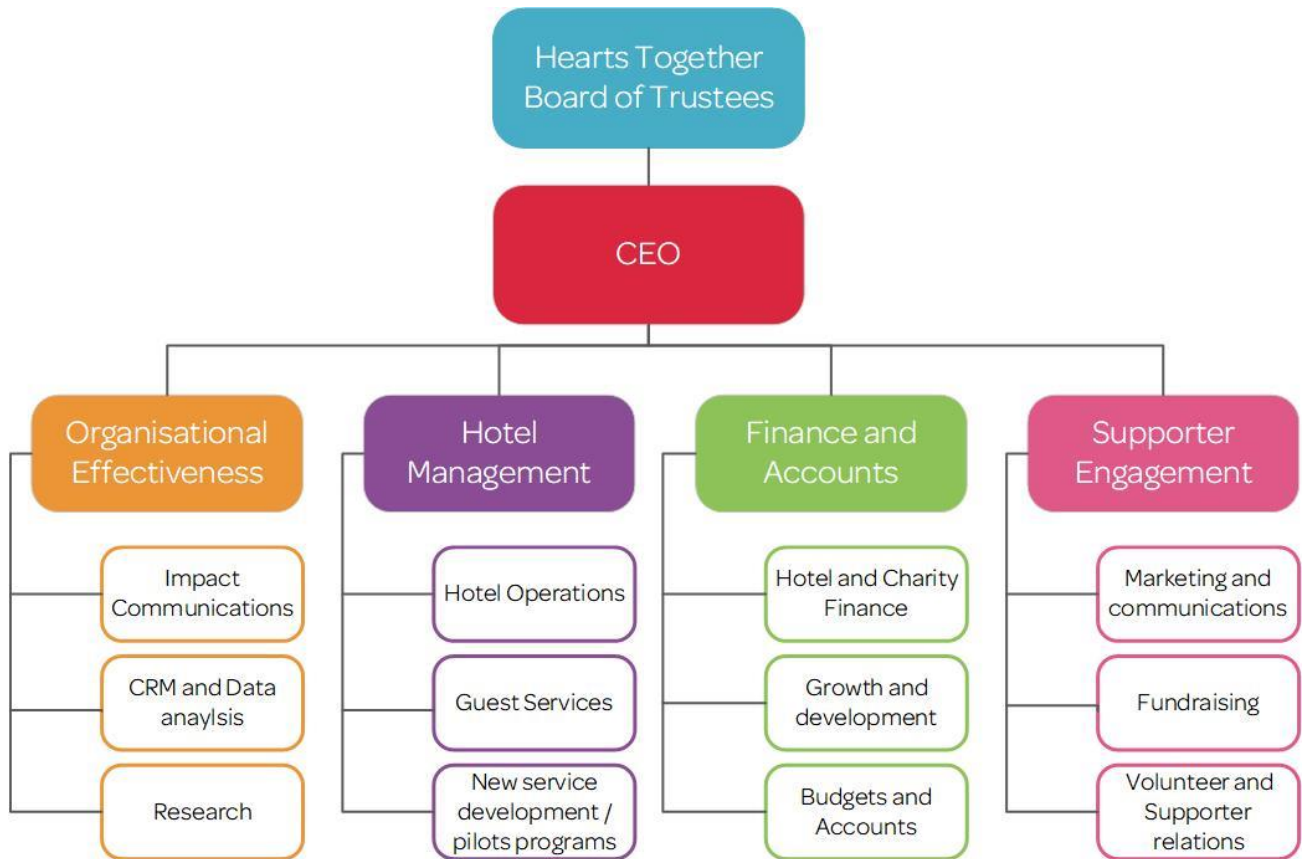
To become a regionally and nationally recognised and supported charity. Creating a benchmark for good practice and providing the impact/outcome data to help increase awareness & support within Government.

Grow

To expand the existing provisions in terms of physical capacity and services. Formalising existing and identifying potential new collaborations, as well as continually identifying new potential sources of funding and support.



Our Team Structure:



Our Plans to Expand

The Big Build



In response to the growing need for our services, Hearts Together has embarked on an ambitious build project which will see the Hospital Hotel undergo a phased expansion which will provide an additional 46 bedrooms, a café, meeting, training and community spaces, dedicated counselling rooms and much more.

Our expansion plans began in 2018 with planning permission granted in 2021. In August this year, works started on site at Derriford, creating the new entrance way and pedestrian walkways. In order to progress the build programme, we need to raise the necessary capital for each remaining stage, having utilised funds held within the Charity to reach this point. As time has progressed the size and scale of the fundraising challenge has grown, with a fundraising target for the initial phase at £6M.

The reality of our situation is that demand outstrips supply weekly, with over 3,000 lost nights so far this year. Funding is all that is holding us back hence our focus is on doing all we can to raise the capital required to bring this project to life. We have been working hard to raise the profile of the Charity within the local business community, the wider charity sector and health sectors both locally and regionally as we look to develop our corporate pipelines and individual giving campaigns.



The ability to influence, access and leverage strategic networks is of huge importance to Charity given the context of all we are working hard to achieve, and our board are the key to these relationships. We are always looking for creative and innovative ways to tell a compelling story that encourages support of our cause.

The need for our services is only ever going to increase given the NHS long-term plan and private health provisions, therefore we have an incredible opportunity to make a difference, however, this project is not for the faint-hearted. We are a very small charity attempting to achieve big things with limited resources and the ambitions of a larger charity, we need individuals with the vision, passion, determination, energy, skills, time, networks and resources to help us get there.



Chair of Trustees

Role Description



Role Description

We are seeking a Chair who shares our culture, values and behaviours, who is motivated by our purpose and has a passion to grow our charity. The Chair should have a keen interest in shaping our future, be able to identify and effectively implement new opportunities. We require a Chair who understands the strategic, legislative, and political environments that affect and influence our work and who want to devote the necessary time and effort to help us achieve our vision.

The Chair will also function as an ambassador for the charity and help to build constructive alliances, taking an active role in engagement with key stakeholders. The Chair leads the Board of Trustees ensuring that it fulfils its functions in providing a strategy and effective governance for the charity.

The Chair will support, and where appropriate, respectively challenge, the Chief Executive and ensure that the Board works closely with the management team to achieve agreed objectives enabling Hearts Together to fulfil its purpose, ensuring maximum impact for its beneficiaries.

Above all we are looking for a Chair who will be an inspirational ambassador and advocate at all levels for Hearts Together

Additional Information

Time commitment:

In addition to quarterly board meetings the Chair will have regular meetings with the Chief Executive and represent the Charity at various events and meetings with key stakeholders. The Chair is also free to be a member of any of Hearts Together sub team committees.

Remuneration: The role of Chair does not attract any financial remuneration. However, expenses for travel, when representing the Charity, can be claimed. Insurance: The Chair of the Board of Trustees is insured by the charities Indemnity Insurance.

Terms: The Chair appointment is for a three-year term with eligibility for reappointment up to a maximum of nine years. The candidate should not have any interest which may conflict with his/her ability to perform fully the role of Chair.

Chair of Trustees

Principal Responsibilities

-  Leading the Board of Trustees, ensuring the boards overall effectiveness in all aspects of its activity and responsibility. These include, particularly, developing and maintaining a clear strategy and monitoring its achievement, ensuring accountability and probity, and practicing exemplary corporate governance.
-  Chairing meetings of the Board of Trustees including setting agendas for meetings, in partnership with the Chief Executive, and ensuring constructive relations with the senior leadership team.
-  Ensuring that Board membership incorporates the right balance of skills, knowledge and experience needed to govern and lead the charity effectively to deliver the strategic plan, leading the recruitment of new Trustees as and when required.
-  Creating the environment for a high performing Board team including ensuring that all Trustees receive an induction and adequate training to enable them to participate fully in the work of the Board.
-  Developing the knowledge and capability of the Trustees and the management team. Leading by example by actively demonstrating and promoting the Hearts Together values.
-  Ensuring that effective processes and procedures are in place to monitor compliance with all relevant legislative and statutory requirements and ensuring that the charity remains in compliance with its Articles of Association.
-  Establishing an effective and constructive relationship with, and providing oversight and support to, the Chief Executive. Conducting an annual performance appraisal for the Chief Executive with input from staff, external stakeholders and Board members as well as agreeing objectives for the forthcoming period.
-  Ensuring that the Chief Executive has the opportunity for professional development and has appropriate external professional support.
-  Ensuring that the performance assessment of Trustees is completed annually and that there is a meaningful development process in place.
-  Increasing the external profile and visibility of the charity. Representing the charity in the community and at key external events in coordination with the Chief Executive. Developing and maintaining relationships with key external bodies and individuals to further the interests of the charity.
-  Overall monitor of Hearts Together financial health and supporting the CEO with ideas and strategies to generate substantial annual revenue.
-  Supporting the appointment and disciplinary processes of the Board as appropriate.
-  Acting between meetings of the Board to authorise urgent actions and signing legal documents in accordance with Board approved mandates.
-  Spending time at the hotel and meeting the beneficiaries to ensure first-hand understanding of the charities work.





Chair of Trustees

Person Specification

Essential

-  Proven experience of providing successful senior leadership, ideally in service focused organisations.
-  An experienced chair who is comfortable with Board processes and procedures. Ability to foster open and constructive debate to promote a collaborative environment in which all members of the Board can contribute.
-  Ability to function effectively and credibly at a strategic level in the sectors where Hearts Together operates, and a good understanding of Corporate Governance, Charity Trusteeship and Risk Management.
-  Sound judgment, integrity, and independence. Significant people skills with a strong ability to form constructive relationships with people from all backgrounds and the ability to bring people together.
-  Ability to articulate and build, with the Trustees and the senior management of the charity, a common vision for the future of the charity.
-  Strong existing network and networking capabilities that can be used for the benefit of the charity.
-  Politically astute, with strong negotiating skills.
-  Commercial acumen, and or commercial sector experience.
-  A commitment and passion for the Hearts Together purpose.
-  Time and viability to fulfil the needs of the role.

Desired

-  Experience of developing Trustees and senior management teams.
-  Experience of developing partnerships.
-  The ability to create a culture of accountability while providing constructive mentoring and support.
-  Based in, or ability to be based in, Southwest England with experience and networks beyond this area.

“ I came for a 5-day stay which ended up being 20 days! What can I say about this amazing place? It was my home from home, a place to come back to, a place to talk to other people who were also going through their own crisis. It all made life more bearable for me at a time when my family was so far away.
Thank you!

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How to apply

If you would like to know more about the role or selection process, or to arrange an informal conversation before submitting your application, please contact our recruitment partner:

Cathedral Appointments.

Joanne Caine, Managing Director

 joanne@cathedralappointments.co.uk



 01392 575690

 [Joanne Caine](#)






How to apply

To express your interest in the role, please submit your CV and supporting statement to joanne@cathedralappointments.co.uk along with the following:

-  A comprehensive CV along with a cover letter that sets out your interest in the role and encapsulates the aspects of your experience relevant to the required criteria.
-  Please include the names and contact details of two referees. Referees will not be approached until the final stages and not without prior permission from candidates.

Applications will be reviewed by Joanne Caine.

-  First stage – virtual or face to face interview with Jo Caine – you will be contacted within 2-3 days upon receipt of your CV and supporting statement outlining relevant experience and why you are interested in this role.
-  Second stage will be a face-to-face interviews with Hearts Together.
-  Final stage will be a opportunity to meet with the Trustees at Hearts Together Hospital Hotel.

Equal opportunities

We are keen to diversify our board membership and actively encourage applicants from underrepresented communities and minoritised groups as well as individuals with lived experience of using our facilities or similar. We recognise that applicants may have other strengths or experience to that which we have listed above, and we are really interested in hearing about these too – so please do get in touch!



HeartsTogether

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Hearts Together is a registered charity in England and Wales (1183181)



Registered with
**FUNDRAISING
REGULATOR**

HeartsTogether
Hospital Hotel



HeartsTogether
in The Community



HeartsTogether
Healthcare Professionals



Little
HeartsTogether



HeartsTogether
Supporting You



HeartsTogether
Better Health & Brighter Futures

