



Trustee role description

Reporting to:	Board of Trustees
Location:	14-15 North Parade, Frome, Somerset BA11 1AU
Time commitment:	Six Board meetings a year, as well as other ad-hoc engagement

Safeguarding

This organisation is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.

Our vision, mission and values

Our vision is a future where the psychological needs of people with cancer and life-threatening conditions are understood and addressed.

Our mission is to provide high-quality therapeutic support to everyone affected by cancer and life-threatening conditions when and where it is needed.

At We Hear You, **empathy** is at the heart of everything we do, ensuring that every individual feels seen, heard, and supported during their most challenging times. We work **collaboratively** with communities, professionals, and supporters to extend the reach and impact of our counselling and therapeutic services. **Integrity** drives us to act with honesty and transparency, building trust with those who rely on our support. We treat everyone with **respect**, honouring their unique experiences and needs while creating safe and supportive spaces for healing. **Inclusivity** is fundamental to our approach, as we strive to ensure that everyone, regardless of their background or circumstances, has access to the care and understanding they deserve.

When you ask why... we hear you.

Role description

The role of a Trustee is to ensure WHY fulfils its duty to its beneficiaries through the provision of emotional support to anyone who has been affected by cancer or any other life-threatening condition.

The board of Trustees are responsible for the overall governance and strategic direction of the charity, developing the organisations aims, objectives and goals in accordance with the governing document, legal and regulatory guidelines.

What you can expect as a trustee at We Hear You

Our commitment to our trustees:

- Provision of regular training and development for all trustees.
- An annual review / appraisal to inform the role of the board.
- An annual Thank You from the charity.
- Experience of strategy and leadership.
- An opportunity to make a real difference in your community.

Main responsibilities

- To ensure that the charity and its representatives' function within the legal and regulatory framework of the sector and in line with the organisations' governing document, continually striving for best practice in governance.
- To uphold the fiduciary duty invested in the position (honesty, integrity, loyalty, and good faith to the beneficiaries), undertaking such duties in a professional manner and with integrity.
- Use reasonable care and skill in their work as trustees, using their personal skills and experience as needed to ensure that the charity is well-run and efficient.

Main duties

- To ensure the charity complies with legislative and regulatory requirements and acts within the confines of its governing document and in furtherance to organisational activities contained therein.
- To act in the best interest of the charity, beneficiaries and future beneficiaries at all times.
- To promote and develop the charity for it to grow and maintain its relevance to society.
- To maintain sound financial management of the charity's resources, ensuring expenditure is in line with the organisations' objects, and investment activities meet accepted standards and policies.
- To interview, appoint and monitor the work and activities of the CEO, according to the Scheme of Delegation.
- To interview senior members of staff reporting directly to the CEO as required.
- To ensure the effective and efficient administration of the charity and its resources, including, where appropriate, acting as a counter-signatory on bank payments and any applications for funds.
- To maintain absolute confidentiality about all sensitive/confidential information received in the course of trustee's responsibilities to the charity.

The above list of duties is indicative only and not exhaustive.

As well as the various statutory duties, any trustee should make full use of any specific skills, knowledge or experience to help the board make good decisions.

Accountability

As the board are responsible and liable for the governance and functioning of the charity, they are accountable in varying degrees to a variety of stakeholders including service users, funders, the Charity Commission, and Companies House.

Governance

- To have and accept ultimate responsibility for directing the affairs of the charity, ensure that it is solvent, well-run and delivering the charitable outcomes for the benefit of the public for which it has been set up.
- To ensure that the charity complies with charity law, and with the requirements of the Charity Commission as regulator; ensure that the charity prepares reports on what it has achieved and Annual Returns and accounts as required by law.
- To ensure that the charity does not breach any of the requirements or rules set out in its governing document and remains true to the charitable purpose and objects set out there.
- To comply with the requirements of other legislation and other regulators (if any) which govern the activities of the charity.
- To act with integrity and avoid any personal conflicts of interest or misuse of charity funds or assets.

Practical requirements

- To attend trustee meetings approximately six times per year, normally held on a Thursday evening at 6pm and to read papers in advance of meetings.
- To attend sub-committee meetings as appropriate.
- To attend the AGM.
- To represent the charity at functions and meetings as appropriate.
- With the Chief Executive Officer, to appoint and support the employees and monitor their performance.

Person specification for a trustee

Each trustee must have integrity that is comprised of:

- A commitment to the organisation and its objectives.

- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship.
- A willingness to devote the necessary time and effort to their duties as a trustee.
- Strategic vision.
- Good, independent judgment.
- An ability to think creatively.
- A willingness to speak their mind.
- An ability to work effectively as a member of a team

Equal opportunities

We Hear You (WHY) is an equal opportunity employer and is fully committed to a policy of treating all its workforce equally.

WHY will take all reasonable steps to recruit, appoint, employ, develop and promote staff on the basis of their experience, abilities and qualifications without regard to the protected characteristics as specified in the Equality Act 2010.

The post-holder will be expected to implement We Hear You's Equality and Diversity Policy in all aspects of their role.