



Social care trustee
Candidate information pack
January 2023

Welcome

Hello, welcome to Abbeyfield The Dales and thank you for your interest in becoming a trustee with us. I'm proud of our culture, where everyone feels part of the team in a caring and supportive organisation, and your contribution as a trustee will be as essential as any other; not one of us could support our residents properly without the whole team working together and putting them at the heart of everything we do.

We are a successful, progressive and responsive provider of housing, care and support, and our residents and their families rely on us to maintain the highest standards. One of our fundamental principles is enabling residents to lead fulfilling lives and our volunteers provide an essential service, sitting with people, talking and getting to know them, especially when someone may feel isolated or vulnerable. We work in a professional, transparent and collaborative way with key professionals in community-based services, with our local authority partners as well as with hospitals and GPs. We aim to enrich the lives of our residents through personal interaction, events, activities and other initiatives that create connections with their local community. At Abbeyfield The Dales, we pride ourselves on providing a first-class service tailored to each individual resident, and the fact that we make a difference to their lives every day. At the heart of our work is the determination to bring joy, peace of mind, and fulfilment and to deliver a truly caring service that is responsive and exceeds expectations.

Critical to all of this is our governance and the work of the chair and trustees to ensure my team and I deliver the best possible service, every day. The accountability that they provide, the questions they pose and the challenges we're required to meet are invaluable. We're now keen to welcome a senior social care professional who can add to this rigour to enable the continued provision of a gold-standard service.

I very much look forward to receiving your application and meeting you to discuss what you could bring to our important work.

Philip Birkenshaw
Chief Executive

About us

Abbeyfield The Dales is a member society of the nationwide charity, The Abbeyfield Society, and provides housing, support and care for people at different stages of later life across Yorkshire. With 19 properties, 320 residents and employing 260 local people, Abbeyfield The Dales is going from strength to strength as an important and growing service provider for older people.

Delivery of our four main housing services is underpinned at all times by our shared values of openness, honesty, respect and caring and our mission is simple: making time for older people. Whether someone needs a great deal of support or wishes to live independently knowing help is at hand if required, Abbeyfield The Dales provides a range of housing and care solutions to suit each individual.

In addition, the Community Hub is an activities-led service for people over 55, with the aim of reducing social isolation, promoting good mental health and providing a break for carers through a varied program of activities all day, every day.

For people who wish to remain in their own home but need some support Abbeyfield The Dales also offers its At-home service including shopping, personal care and practical support to enable people to live well, independently.

Looking ahead, we're keen to develop our services in response to the growing need in the area, increase our care provision, and potentially partner or merge with smaller housing and care providers which can struggle with increasingly tough legislative requirements.



Our impact

‘The service is a lifesaver to me’

Every year we survey our residents, alongside our service users, friends, family members and professionals, and we were delighted with the results from our last survey in 2022.

Highlights included:

- Each of the broad range of questions asked about the services, staff, food, activities, value for money and sense of connection and community were rated excellent or good
- 100% satisfaction rate for the Community Hub service
- 96% satisfaction rate for Supported Living Services

‘I love coming to the hub, it is the highlight of my week and the food is great. Staff very helpful and kind’

The full survey can be seen [here](#).

Recruiting a social care trustee to join our Board

We are looking for a motivated individual to join Abbeyfield The Dales’ friendly, community-minded and committed Board as we work together to embrace forthcoming opportunities and tackle the inevitable challenges. We’re keen to welcome someone with a care and quality background who has recent operational experience. It’s important that we have someone on the Board who’s aware of current legislation and regulations as well as being able to look ahead to changes in adult social care to ensure our services always meet and often exceed requirements. Our goal is to have all our registered services rated outstanding with CQC, and we want the support of this skilled addition to the Board to help and guide us to achieve this. We greatly valued having these skills and experience on the Board previously and are keen once again to recruit a professional in this field to bring scrutiny and to ensure the continued quality of our care provision as well as to strengthen our Board. We are also looking to improve the balance of diversity and perspective on our Board and would particularly welcome applications from women and candidates from an ethnic minority background.

Being a trustee – what we can offer you

Firstly, what's a Board?

Almost all constituted organisations have a body overseeing their operations and finances. These Boards have overall responsibility for the organisation, guiding the strategy and managing risk. They provide governance to ensure the organisation meets all relevant legal and regulatory requirements. Increasingly Boards also address culture and quality of operations. Charity Boards are made up of volunteer trustees and are there to advise and steer, but don't do the actual work of running the organisation, which is the responsibility of the executive team led by the Chief Executive.

Becoming a Board member is an interesting and compelling way to engage with the charitable sector. It is a role that will give back as much as you put in, and often much more. Though often challenging, a Board role will reward you with a wealth of personal and professional skills which are valuable for both work and personal life, while empowering you with a sense of contribution in the pursuit of a wider purpose.

Contributing to a great cause

Being a Board member is a powerful way to contribute to a community or a cause you really care about. As a Board member at Abbeyfield The Dales, you will play an integral part in good governance, not only ensuring the organisation remains viable and sustainable but that it adheres closely to its mission and works in the interests of all its stakeholders.

Strategic experience

People who have already had some strategic responsibilities will find that a Board role provides a great opportunity to use those skills in a significantly different context.

For those with the interest and ability but less experience, a trustee role provides the opportunity to develop and hone your critical thinking, problem-solving, and analytical skills as well as vital strategic sensibilities.

Continued personal development

Joining a Board can be an absorbing experience, not least because it allows you to adapt and apply your skills, knowledge and experience in an entirely new setting. Even for people

with previous Board experience a trustee role can give you a clearer idea of your own professional strengths and weaknesses while simultaneously learning new skills. Understanding how to adapt your professional knowledge to useful and impactful ends is a good reminder of your own versatility, giving you confidence in your existing abilities whilst challenging you to push the boundaries of your expertise.

Teamworking

As a member of our Board, you are part of a team and will have the opportunity to apply your unique skills and experience whilst learning from others. Working with a passionate team of people who have different perspectives is often one of the most enjoyable aspects of the role. You will use your ability to collaborate effectively with others. You will also use your knowledge and understanding to constructively challenge the ideas of fellow Board members as well as those of the staff team. This is essential to scrutinise and test the Board's strategic decisions before being implemented. Negotiating, empathising, listening and clearly communicating ideas and concerns are huge factors in this process and often help to set the tone and culture of Board meetings.



Job description – social care trustee

Main role and purpose of position

Abbeyfield The Dales is a registered charity and a company limited by guarantee. The Board are the trustees and directors of the charity. The trustees are responsible for the overall governance and strategic direction of the charity, in accordance with the terms of its constitution, legal and regulatory requirements and best practice.

The trustees:

- Define the charity's long-term direction – furthering its objects or purposes as set out in the governing document
- Ensure that the charity is effectively and properly run with legal and other obligations met – and embrace their accountability to those with an interest or a 'stake' in the charity
- To protect and preserve the values and ethos of the charity

The Board appoints trustees for a minimum term of three years, usually up to a maximum of six years.

Main duties and responsibilities

- Collectively oversee the strategic direction of the charity and work towards the achievement of the charity's vision and mission
- Ensure that the charity complies with legal, regulatory, and fiduciary responsibilities, in accordance with the terms of its constitution
- Identify potential development opportunities for the charity, and leverage relationships to facilitate this
- Protect the property, reputation and resources of the charity through ongoing identification, monitoring and management of risks
- Advocate for the charity's commitment to equality, diversity and inclusion
- Encourage teamwork among Board members and create a strong, profitable and fulfilling working relationship with trustees and the Chief Executive
- Appoint and give support to the Chief Executive of the charity

- Act in the best interests of the charity at all times and to the benefit of present and future beneficiaries of the charity
- Make a positive contribution to the charity's governance, in accordance with the Trustee Code of Conduct and the Board's Terms of Reference

Qualifications and experience

Essential:

- A commitment to the mission, values, and ethos of the charity
- Current or recent professional experience in adult social care
- Ability to lead through facilitating, enabling, and consensus-building
- Ability to challenge constructively and supportively
- Ability to operate strategically, noticing trends, opportunities, and risks

Desirable:

- Experience of involvement with the voluntary sector
- Executive and/or Non-Executive Board-level experience, with an understanding of the legal duties and responsibilities of being a trustee.

Time commitment

- The Board meets up to six times a year. It is expected that each trustee attends the meetings in person although virtual attendance is possible if necessary
- The social care trustee would also sit on the Quality Governance Committee, which meets six times a year, usually two weeks prior to Board meetings; attendance at this meeting is often virtual.
- In addition, trustees are asked to make one on-site visit during the year and to attend an annual strategy meeting (normally conducted on the same day as one of the meetings).

Abbeyfield The Dales policies and equal opportunities

All duties to be carried out in accordance with the policies and procedures of Abbeyfield The Dales including the Equal Opportunities policy.

Values and ethos

Abbeyfield The Dales is a charity that supports people in the later stages of life. We do this by providing housing and care services as well as support in the community and we are driven by our values of openness, honesty, respect and caring.

Abbeyfield The Dales is committed to safeguarding and ensuring the welfare of our clients at all times. The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment and our Safeguarding Policy and Procedure.



How to apply

[Eastside People](#) is supporting [Abbeyfield The Dales](#) in the recruitment of these roles. Please [click here to apply](#) by submitting your CV and a cover letter which should indicate why you are interested in applying for this role and how you meet the selection criteria.

If you would like a call to discuss the role in more detail, please email Lucinda Shaw, lucinda@eastsidepeople.org to arrange a convenient time. Having a call of this kind will not influence the success or otherwise of your application.

The closing date for applications is **Monday 12 February** and longlisting interviews, held by Eastside People, will take place the following week. Interviews with Abbeyfield The Dales for shortlisted candidates will be held week beginning 19 February.

We want you to have every opportunity to demonstrate your skills, ability, and potential; please contact us if you require any assistance or adjustment so that we can help with making the application process work for you.



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