



Willow Burn Hospice

Trustees Information &
Recruitment Pack: Chair

Welcome

Thank you for expressing your interest in the role of Chair at Derwentside Hospice Care Foundation, or as it is more fondly known, Willow Burn Hospice.

At Willow Burn, we are proud to serve the people of Derwentside through our range of holistic day care, in-patient services and family support and bereavement counselling. We aim to relieve physical and emotional distress and control symptoms whilst providing care, comfort, and compassion at the end of life.

We currently have a committed Board of Trustees who bring a range of experience and expertise to our organisation and help us build partnerships, develop our strategic plans, and ensure the smooth running of our organisation. Our Trustees, staff and volunteers are all committed to making Willow Burn's work highly effective in responding to the needs and wants of our communities.

Our current Chair, Paul Jackson, is standing down at our next AGM and we are looking for someone to take the organisation forward from November 2024 and beyond.

Please read the information in this pack, and if you'd like an informal discussion about the role, you can arrange this through Julie Crisp on 01207 529 224 or jcrisp@willowburnhospice.org.uk

We look forward to receiving your application.

Warmest regards



David Barker MBE
Director - Willow Burn Hospice

How To Apply

Please send a short CV and brief letter of application (no more than two sides of A4) detailing why you are interested in the post and how you meet the requirements detailed in the role description.

Shortlisting will be carried out by the members of a board sub-group, and we will ask for references from all shortlisted candidates at a later stage.

Please let us know if you need any reasonable adjustments to apply for this role and if shortlisted, attend for interview. Recruitment will be held on a rolling basis, commencing in January 2024, and concluding in May 2024.

Interviews are scheduled to take place on 23 and 24 May 2024.

Please submit your application at the earliest opportunity. Please return completed applications to jcrisp@willowburnhospice.org.uk

Role Description

In addition to the general responsibilities of a trustee, duties of the Chair include:

- Providing leadership to the organisation and Board by ensuring everyone remains focused on the delivery of the organisation's charitable purposes.
- Chairing and facilitating board meetings.
- Giving direction to board policy making.
- Ensuring that an annual budget and work targets are set and reviewed regularly.
- Checking that decisions taken at meetings are implemented.
- Representing the organisation at functions and meetings and acting as a spokesperson as appropriate.

With the Director of Operations:

- Planning the annual cycle of board meetings and other general meetings where required, such as the Annual General Meeting.
- Setting agendas for board and other general meetings that ensure the legal and business requirements of the organisation are met.

- Developing the board of trustees, including maintaining appropriate processes of induction, training, appraisal, and succession.
- Leading the process of supporting and appraising the performance of the Director of Operations.

In addition to the skills and attributes needed to be a Trustee, the Chair should have:

- Understanding of the type of work undertaken by the organisation and a wider involvement with other North East networks.
- Experience and an understanding of charity governance.
- Proven leadership skills.
- Experience working through boards and committees.
- Great tact and diplomacy.
- Good communication and interpersonal skills.
- Impartiality, integrity, fairness, and the ability to respect confidences.

If successful in your application, you will attend an induction, and if you are not a current Trustee, we will register you as a Trustee of Willow Burn Hospice with the Charity Commission and at Companies House.

As part of your induction, we will ask you to complete the following:

- A Charity Commission Trustee Eligibility Declaration.
- An Automatic Disqualification Declaration.
- A Declaration of Interests form.

A word from the outgoing Chair:



Dear Candidate

I am immensely proud of my time as Chair of Willow Burn Hospice.

In that time, I have seen the organisation develop into one of the leading hospices in the north east. The Board of Trustees, who have played a huge part in that success, are a truly impressive group of people and a pleasure to work with.

Everyone connected with the charity – Trustees, Staff and Volunteers - has worked very hard in delivering hospice care of the highest standard to our patients and those important to them. But running a charity is a balance between high quality services and financial sustainability and I am delighted to say Willow Burn manages to deliver both very successfully.

I would like to thank two of our biggest supporters during my time as Chair. Sir Tom Cowie and Helen McArdle CBE have been tremendously generous and provided much needed support to enable the charity to be the fantastic facility it is today. This would not have been possible without them.

I hope you will consider applying for the role and, if successful, you enjoy the work as much as I have. It will be both hugely challenging and highly rewarding.

Best wishes,

A handwritten signature in black ink that reads "P. Jackson". The signature is written in a cursive style.

Paul Jackson
Chair of Trustees

Willow Burn Hospice

Willow Burn Hospice opened in 1989 as a result of the work of two remarkable women, Irene Mortimer and Valerie Davison, who identified a gap in provision in the largely rural area of Derwentside. With the support of the Secretary of State for Health and funding from Macmillan, Irene and Valerie set up Derwentside Hospice Care Foundation. At that time, the charity was a Day Hospice Service for North Durham. Over the years the charity has become fondly known as Willow Burn Hospice.

The service expanded in 1991 to include in-patient services and we opened the Sir Tom Cowie Health and Wellbeing Centre as a new home for our day services provision. In 2018, following very generous support from Helen McArdle CBE, we proudly opened a brand new six-bed hospice, which is widely recognised for the high quality of its design, built to reflect the comfort of being at home.

At a time when peace and tranquillity are needed most, our hospice provides a safe and quiet environment. The focus is on the individual and their needs through the provision of high-quality care.



Our Vision & Values

Our Mission

To deliver hospice care of the highest standard to our patients and those important to them – now and in the future.

Our Vision

Treasuring lives through high quality, personalised, palliative & end of life care and bereavement support.

Our Values

- **Caring:** We put care, compassion, and dignity at the heart of everything we do.
- **Aspiring:** We are passionate about delivering high quality, personalised services.
- **Responsible:** We are a responsible organisation that people can trust.
- **Empowering:** We support and enable people to make the choices that matter to them.

Our values are at the heart of everything we do; anyone who works for or represents the Hospice, in any capacity, is expected to uphold and demonstrate our core values, contribute positively towards achieving our goal and strive to fulfil our mission within our charitable objectives.

Our Services

We address an acute need for palliative care in the north of County Durham, an area of 240,000 residents known as Derwentside. We have six in-patient beds, a health and wellbeing centre for day services and a family support service (which includes information, advice, support, and bereavement counselling).

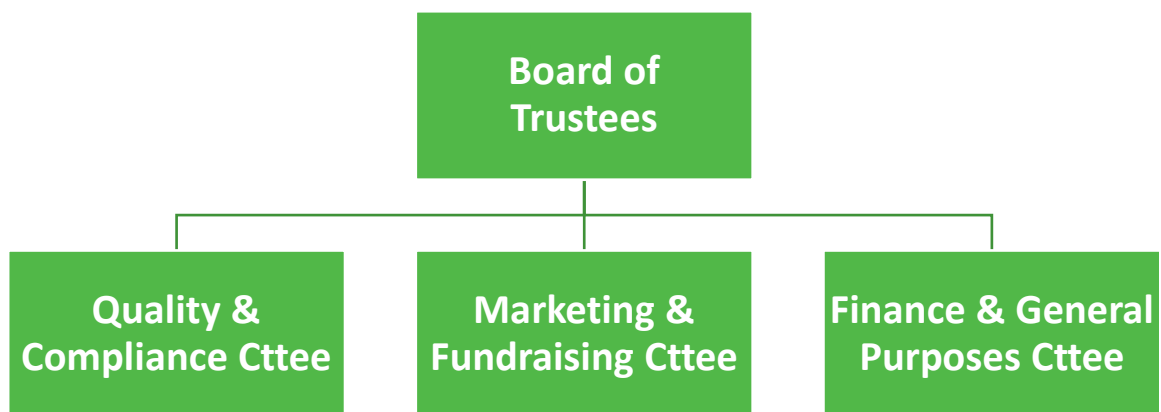
Our work impacts the community in several ways:

- Reducing pain and suffering at end of life
- Reducing hospital admissions and extending independence for those with a palliative diagnosis living at home
- Improving long-term mental health outcomes for both patients and surviving family members, including children and teens.

We also operate three charity shops in Stanley, Consett and Chester-le-Street, and a community café and gift shop on site at Willow Burn Hospice.

Governance Structure

The charity has a main Board of Trustees and three sub committees -



There are four scheduled meetings per annum for each group. In addition, there is an Annual AGM (to coincide with one of the Trustee meetings) and a Remuneration Committee meets annually to determine salary increases.

Board Members

Andrew Allon

Andrew qualified as a solicitor in 2011 and joined Swinburne Maddison as a solicitor in the residential property team in 2019. He was promoted to Managing Associate in May 2022.

He deals with registered and unregistered land, leasehold properties, residential sales, purchases, remortgages, matrimonial, conveyancing, and transfers of equity.

Andrew brings a wealth of legal experience to the charity.



Richard Bennett

Richard began his career at Northumbrian Water in the chemistry department. Nine years later he set up his own Environmental Chemistry Laboratory: Derwentside Environmental Testing Services based in Consett. The company grew to be one of the UK's leading environmental laboratories. The company was sold allowing Richard to pursue new interests including Gateshead Football Club and National Print Solution Group.



Richard brings a wealth of business experience and knowledge to the board of trustees at Willow Burn, where he is Chair of the Marketing and Fundraising Sub-Committee.

Sue Brent

Sue Brent is a Registered Nurse, Registered Nurse Teacher, and Fellow of the Higher Education Academy, with 34 years of experience - 21 years in clinical practice in the NHS and 13 years' experience of working in Higher Education.



Sue is currently the Head of the School of Nursing and Health Sciences at Sunderland University.

She is also the Caldicott Guardian for Willow Burn Hospice.

Ian Burke

Ian has vast experience as a leading HR professional. Ian is the Head of People & Culture at EMG and uses his extensive experience to give steer to Willow Burn's focus on people and what good people practices are about.



As well as being a Trustee he is also the charity's Freedom to Speak Up Guardian.

Dr Cindy Kelly

Dr Kelly is a GP working in North Durham. Originally from East London she moved to the North East to complete her GP training. She works both patient facing and in medical leadership. Cindy is passionate about end-of-life care and the difference that good quality care can make to a patient and their families. Her medical leadership roles have developed her interest in team working, organisational development and coaching and mentoring in the workplace. Cindy is Chair of the Quality & Compliance Sub Committee.



Mark McArdle – Vice Chair

Mark completed a Mechanical Engineering Degree at Newcastle University and then joined Nissan. He left Nissan in 2000 to join the family business, Helen McArdle Care. As well as running the care homes Mark also helped establish a successful children’s nursery business, Kids 1st. Since then, Mark has helped Helen fulfil her charitable ambitions, one of which was to rebuild the In-Patient Unit here at Willow Burn Hospice. Mark is Vice Chair of the charity.



Philip Pollard

Philip has worked in social housing for almost 20 years and currently works for Karbon Homes where he is responsible for Customers and Community Engagement. He has previously held senior positions within the field of social housing with other north east based providers and local authorities.

Philip first became involved with Willow Burn through his involvement with the Consett Sunderland Supporters’ Association who have raised tens of thousands of pounds for the charity.



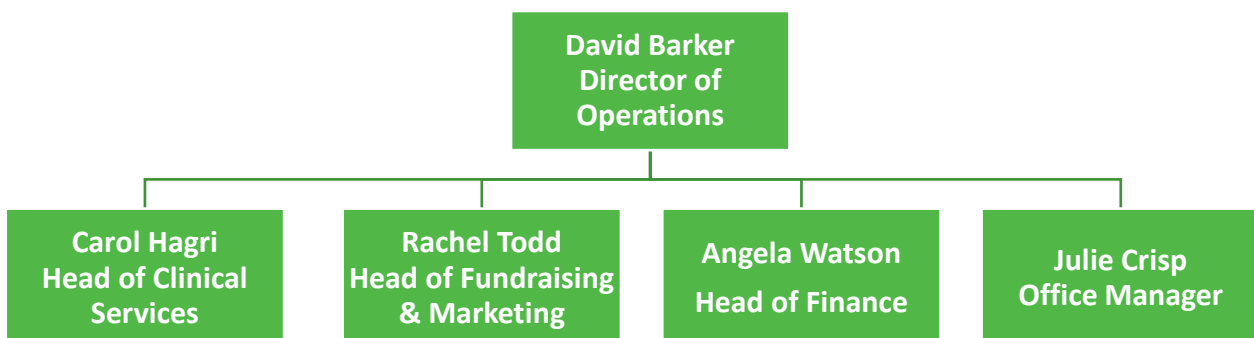
Lesley Telford – Treasurer

Lesley has a wealth of experience in the financial sector. She is currently an Investment Executive at FW Capital and has previous experience with NatWest, Barclays and Handelsbanken.

Lesley is our Treasurer and Chair of the Finance & General Purposes Sub Committee. She also sits on the Board of another charity, Changing Lives.



Senior Management Team



David Barker MBE – Director of Operations

As Director of Operations at Willow Burn Hospice, David's role is that of Senior Officer. He gives leadership to the teams of staff and volunteers, drives financial sustainability and is responsible for the effective operational management of the hospice.

David's previous roles include senior leadership of Springboard, Disability North, and Percy Hedley Foundation. He is a former Vice Chair of Voluntary Organisation Network North East (VONNE) and co-founder of Difference, a north east disability rights charity.

He is a graduate of The Open University with a BSc in Social Sciences and Master's degree in Business Administration (MBA). In 2000 David was awarded an MBE for his work in the voluntary sector.

Julie Crisp – Head of Facilities & Administration

Julie has previously held the role of Office Manager at Willow Burn and is a vital part of the hospice team. As well as managing all of the administration at the hospice, she is instrumental in the recruitment of both staff and our valuable volunteers.

She also has responsibility for the facilities here at the Hospice. Julie has worked in the health and social care private sector for over 20 years in various roles.

Carol Hagri - Head of Clinical Services

Carol is the Head of Clinical Services and CQC registered manager for the in-patient, day care and family support services at Willow Burn. Her role is to provide leadership and management to all clinical staff, take overall clinical responsibility of the Hospice and ensure the highest standard of palliative care is delivered to patients, families, and carers.

With over 35 years of experience in nursing Carol has worked in a wide range of clinical settings, from care homes to community midwifery.

Rachel Todd - Head of Fundraising and Marketing

Rachel has worked in health and social care for over 16 years and is passionate about helping people to find the services they need at a time when they need them the most. After eight years of marketing management in the private care sector, she joined the charitable sector to head up the income generation and marketing teams at Age UK Northumberland and now Willow Burn Hospice.

As Head of Fundraising and Marketing Rachel oversees and develops all of the marketing and income streams at Willow Burn and helps individuals, communities and businesses make a difference in County Durham.

Angela Watson – Head of Finance

After 20 years of experience in the private sector providing auditing and accounting services to organisations varying in size from sole traders to limited companies,

Angela was keen to make a move to the charitable sector and has now been with Willow Burn for over 4 years.

Angela is responsible for the overall management of the finance function at Willow Burn. Her role is to support the Trustees and the Senior Management Team by supplying them with timely and appropriate financial information.

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