



# Opportunities at Everyturn

Chair of Trustees information pack

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# Welcome from the appointments committee

Thank you for your interest in the role of Chair of Trustees. This really is the best possible time to join the organisation, as our three-year Shaping Our Future Strategy is taking Everyturn Mental Health into the next phase of its journey.

The past few years has seen a dramatic change to the health and social care landscape with the introduction of Integrated Care Systems, placing a greater focus on place-based commissioning and integration. Combining our nearly 40 years of experience as an NHS partner, with our clinical and operational excellence, and strongly-held values, it is our ambition to be the country's leading non-profit provider of integrated health and wellbeing services.

Our nominations committee is looking for someone who is a leader and pioneer in their field, who shares our passion and commitment, to become our new Chair.

We have ambitious growth plans over the next five years as we further develop our services to meet the needs of the NHS and the communities we work with.

As the organisation strives to reach and support even more people, we are committed to delivering the best and most accessible care, placing people and our communities at the heart of every decision we make.

Nobody should have to struggle on alone - we're here to make sure they don't.

**The Board of Trustees**  
Everyturn Mental Health



# Who we are

**We are a mental health non-profit with one purpose: we are here so nobody struggles alone.**

We deliver this purpose through our mission to provide high-quality, integrated mental health and wellbeing services, placing people and communities at the heart of everything we do.

We provide services across England, delivering contracts worth in the region of £40 million per year.

We are predominantly commissioned by the NHS and local authorities, and we look to collaborate with our health and social care colleagues whenever possible, to ensure that we play an important and relevant role in local services and systems.

We embrace the community mental health transformation and believe that we, and other VCSEs, will be a crucial partner in its success. We are well-placed to support people with multiple, complex needs, and we have a long track record of creatively engaging with, and improving outcomes for, communities with the poorest health.



# What we do



## 24-hour nursing care

Through our 24-hour specialist rehabilitation and recovery services, we help people with complex mental health problems to live well and independently in the community.

We work with working age and older adults to understand and manage their mental health condition, as well as develop and practise the skills which are important to live a satisfying life. We focus on recovery and wellbeing, as well as good physical health.



## Supported housing

We enable people with complex mental health problems to move out of hospital or 24-hour care and access housing in the community.

These are highly-specialised services with tiers of support and supervision, which give people who have often spent many years in institutional environments the opportunity for independent living and social inclusion.



## Dementia care

We believe passionately in providing good care to people with dementia and their families. We also believe that it is entirely possible for a person with dementia to live a good quality and meaningful life.

In the field of dementia care, we currently provide specialist 24-hour nursing; respite; dementia assessments; and a Community Challenging Behaviour Service to families, carers, and other nursing homes.



## Community wellbeing

Through a range of community-based services, many using a social prescribing model, we help thousands of people each year to get back into work, education, or to increase meaningful activity, as well as rebuild their social support networks and develop friendships.

Our community services include:

- Community Mental Health Support
- Long term condition support
- Support for older people
- Recovery support
- Waiting list support service
- Maternal mental health support



## NHS Talking Therapies

Our NHS Talking Therapy services provide help for a variety of common mental health issues, such as depression, anxiety, panic, trauma, bereavement, and phobias.

Our clinicians specialise in a range of therapies, including cognitive behavioural therapy, counselling, self-help, EMDR, and interpersonal therapies.

We are currently delivering therapies in Bassetlaw, Derby and Derbyshire, Kent and Medway, Nottingham and Nottinghamshire, Peterborough, and the Wirral.



## Crisis support

We work closely with NHS crisis services to provide practical and emotional support, to help people through the issues or problems that are causing their distress.

Whether the crisis is caused by debt or financial worries, housing issues, relationship difficulties, or problems with drugs and alcohol - we're there with someone every step of the way.

# Our values

## Innovation

We think creatively and dynamically to give opportunities and the right support to people and our colleagues.

We work collaboratively to create new ideas and ways of working.

We challenge norms and always look to improve the way we deliver the best social values.

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## Compassion

We act with humility and kindness.

We are hopeful for people even when they struggle to be hopeful for themselves .

We show empathy to our colleagues and those we support, to ensure we understand and meet their needs.

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## Accountability

We deliver on our promises.

We hold ourselves and our partners to account in all that we do.

We listen and act upon what the people we support tell us is important to them.

## Respect

We act with consideration towards others.

We are open, approachable, and fair.

We act in a way that is inclusive of others and respectful of their dignity.

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## Excellence

We use our experience and expertise to deliver a measurable impact for our communities.

We go the extra mile to deliver the right outcomes for people and we're proud of what we do.

We work together to ensure we deliver joined-up services, where there is no 'wrong door' to getting help.



# Our strategy

## Integration

### **Joining together the things that matter**

We will join up the services across our organisation, creating seamless pathways for all.

We will be fully integrated into healthcare systems, offering a seamless service.

We will use data and insights to improve joined-up decision-making.

## Outcomes

### **Positively impacting the lives of those we support**

We will be recognised as delivering the highest standards of clinical and operational excellence across all our services.

We will simplify our organisation and become more efficient in what we do.

We will invest in our people to create a high-performing organisation.

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## Reach

### **Understanding the needs of our communities and being there for people**

We will champion equality, diversity, and inclusion for the benefit of all.

We will innovate and design new service that reach more people.

We will co-create with service users, putting them at the heart of everything we do.

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## Sustainability

### **Delivering social value and a positive environmental impact in everything we do**

We will achieve net zero by 2030.

We will collaborate with local partners in our communities to deliver impact, creating strong local supply chains.

We will make all business decisions in line with our sustainability strategy, minimising our environmental impact.



# Championing equality, diversity, and inclusion

**We're committed to embedding equity of access, delivery, and outcomes through our organisational strategy. In doing this, we aim to broaden our reach - both in the communities we serve and the people working for us.**

In 2022, we commissioned EW Group to conduct an external diagnostic of our approach. From this, we created a Board-endorsed 3-year plan, based on the following strategic pillars:

- Securing solid EDI foundations
- Building skills and confidence
- Recruitment and progression
- Building an inclusive culture

Our focus has included:

- Colleague-led neurodiversity, LGBTQ+ and EMPHASIS (BAME) diversity groups. They're having a huge impact, through learning, providing challenge, and providing support to each other. A member of our neurodiversity group recently described the group as, "My life raft, which means this time I know I am not going to sink".



- Mapping our colleague diversity data to the communities we serve, helping us to address areas of under-representation and to broaden our reach.
- Widening employment opportunities through a programme over of over 70 apprenticeships.
- Broadening the diversity data we hold for people supported by our services, such as holding personal pronouns, neurodiversity data, and expanded gender identity options.
- A new suite of inclusive policies, on issues such as menopause, pregnancy loss, and gender identity.
- A series of 'In conversation with' learning events, delivered by our leadership team with colleagues sharing real-life experiences.

## The power of conversation

A recent LGBTQ+ event featured our CEO and one of our talking therapies service directors. It received the following feedback:

- "What a great and honest conversation to listen to, so glad to see LGBTQ+ being discussed openly and honestly within our company."
- "So moving, safe, real, humorous and caring. Thank you for creating such a beautiful, humane discussion with heart."

Another recent event on race, skin colour, and mixed heritage was hosted by our Chief Commercial Officer and a talking therapies clinician. It received the following feedback:

"I love your courage. Thank you for your insights, this is exactly the conversation we need to learn and effect change."

# About the role

**The Chair will work with the board to hold the executive management team accountable for the charity's purpose and mission. They will provide inclusive leadership to the board of trustees, ensuring that each trustee fulfils their duties and responsibilities for the effective governance of the charity.**

The Chair will provide line management to the Chief Executive, providing support and challenge where appropriate.

The Chair will ensure that the board functions as a unit and works closely with the entire executive of the charity to achieve agreed objectives. They will ensure that the board of trustees fulfils its duties and responsibilities, promoting the highest standards of governance of the charity.

The Chair will act as a passionate advocate of the organisation, its mission, and impact.

This role has a minimum term of three years.



## Key responsibilities

Provide leadership to the charity and its board, ensuring that the charity has maximum impact for its beneficiaries

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Ensure that trustees fulfil their duties and responsibilities for the effective governance of the charity

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Ensure that the board operates within its charitable objectives, and provides a clear strategic direction for the charity.

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Ensure that the board regularly reviews major risks and associated opportunities, is satisfied that systems are in place to take advantage of opportunities, and manage and mitigate the risks

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Ensure that the board fulfils its duties to ensure sound financial health of the charity, with systems in place to ensure financial accountability

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Promote open debate and collegiate decision-making, giving enough time to discuss complex issues

## Governance

Ensure that the governance arrangements are working in the most effective way for the charity.

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Annually appraise the performance of the trustees and the board.



Ensure that the board is regularly refreshed and incorporates the right balance of skills, knowledge, and experience needed to govern and lead the charity effectively, and which also reflects the wider population.

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Promote equity, diversity, and inclusion on the board, ensuring it represents the communities we work with.

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### External relationships

Act as an ambassador for the cause and the charity.

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Act as a spokesperson for the organisation when appropriate.

Use your networks and those of the wider trustees to promote the charity to advance its charitable aims.

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### Efficiency and effectiveness

Chair meetings of the board effectively and efficiently, bringing impartiality and objectivity to the decision-making process.

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Ensure that trustees are fully engaged and that decisions are taken in the best, long-term interests of the charity - with the board taking collective ownership.



Foster, maintain, and ensure that constructive relationships exist with and between the trustees, the Chief Executive, and the wider organisation.

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Monitor that decisions taken at meetings are implemented

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### **Relationship with the Chief Executive and the wider Executive Management Team**

Establish and build a strong, effective and constructive working relationship with the Chief Executive, ensuring they are held to account for achieving agreed strategic objectives

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Support the Chief Executive by developing an open, collaborative relationship, while respecting the boundaries between the two roles.

Liaise with the Chief Executive to keep an overview of the charity's affairs, providing support as needed.

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Conduct an annual appraisal and remuneration review for the Chief Executive, in consultation with other trustees.

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Ensure that the Chief Executive has the opportunity for professional development and has appropriate external professional support.



# Role requirements

Demonstrate a strong and visible passion and commitment to the charity, its strategic objectives, and wider cause.

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Ability to guide strategic discussion of a large, complex national charity with ambitious plans for growth.

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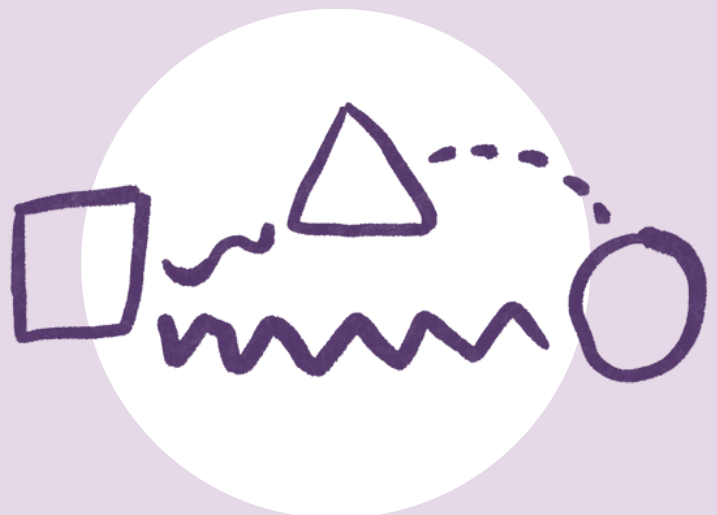
Exhibit strong inter-personal and relationship-building abilities and be comfortable in an ambassadorial role.

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Ability to act as a sounding board and provide active support and challenge to Chief Executive and executive leadership team.

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Ability to foster and promote a collaborative team environment.



## Experience

Experience of operating at a senior strategic leadership level within an organisation.

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UK-wide leadership experience, with demonstrable track record of growth.

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Exposure to the health and social care sector, in either an executive or non-executive role.

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Experience of governance and working with, or as part of, a board of trustees.

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Experience of external representation, delivering presentations and managing stakeholders.

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## Knowledge and skills

Broad knowledge and understanding of the charity sector and current issues affecting it.

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Financial acumen, with the ability to guide the strategic discussions around income and resource allocation.

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Ability to build best-in-class board culture and effectiveness.





## Communication

Promote a positive organisational culture in all communications, both internal and external to the organisation.

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## Decision-making

Ensure that decision-making at board level balances risks, costs, and benefits, always considering the wider implications of decisions against our values, aspirations, strategy, and business plans.

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## Contacts and relationships

Contribute to the positive development of a range of strategic and operational relationships external to the organisation, in support of mutually beneficial approaches which will ultimately improve service user experience.

## Health, safety, and wellbeing

Take responsibility for your own health, safety, and wellbeing.

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## Confidentiality

Maintain the confidentiality of information about clients, colleagues, and business, in accordance with the Data Protection Act 2018 and Caldicott principles.

This job description will be reviewed in the light of changes to the role, or at least bi-annually.



# Applying

**We welcome applications from anyone, regardless of ethnicity, gender, sexuality, disability, age, religion, heritage, or socio-economic background.**

However, we are especially interested in hearing from applicants from Black, Asian, and minority ethnic backgrounds; LGBTQ+ people; and people who have a disability.

## Adjustments

We champion equality, diversity, and inclusion for the benefit of all and are committed to creating inclusive working practices.

To support you through the application process, we can reimburse any childcare or travel costs you require in order to attend the interview.

We can also provide this information pack as a downloadable Word document, or make any other reasonable adjustments, such as ensuring we have sign language interpreters available if required.



# How to apply

## Key dates

The closing day for applications is 5 August 2024. Successful candidates will be invited to attend initial interviews thereafter.

The final interviews with Everyturn Mental Health will take place throughout September in Newcastle upon Tyne.

## How to apply

Full instructions on how to apply can be obtained within the candidate portal by clicking [here](#).

If you would like to apply please submit a comprehensive CV, along with a covering letter (around 500 words), which sets out your interest in the role and which outlines your relevant skills & experience against the role requirements.

If required a more detailed explanation of the Chair role, Everyturn Mental Health and its 5 Year Strategy can be obtained by contacting Scot McHarg at NRG Executive – contact details are as follows:

Phone – 0191 260 4472

Email – [scotmcharg@nrgplc.com](mailto:scotmcharg@nrgplc.com)

If you need support or would like to discuss your application before you submit it, please also use the contact details at NRG Executive above.

Shortlisted candidates will have the opportunity to speak to Chief Executive, Adam Crampsie and selected members of the Trustee Board prior to final assessment via prior arrangement.



## Personal data

In line with GDPR, we ask that you don't send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life, sexual orientation, genetic and/or biometric data) in your CV or application documentation.

If you do choose to share any of your Sensitive Personal Data in your application, NRG Executive will take this to mean you allow them to process this information. Please also remember to not mention information or details about anyone (e.g. referees) who has not previously agreed to you including them.

## Application process

The team at NRG Executive will review all applications. If you have questions about the process, please contact Scot McHarg: [scotmcharg@nrgplc.com](mailto:scotmcharg@nrgplc.com)

We're committed to attracting a diverse pool of candidates. NRG Executive's website and application process have been tested for accessibility, as they aim to be inclusive for everyone. If you need support with any aspect of the process, please email [scotmcharg@nrgplc.com](mailto:scotmcharg@nrgplc.com)

