

Trustee and Associates Information Pack



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Introduction

SoundCafe Leicester is a unique charity in its approach to supporting who are homeless, vulnerable or isolated. Over 30 volunteers including Samaritans support SCL's work. Since the launch of SCL in October 2014 the numbers of people, our guests, attending have grown from 18 to over 50 per session.

SCL welcomes everyone regardless of race, religion, sexual orientation, gender or ability. SoundCafe provides the opportunity to explore faith, spirituality and well-being for those who wish to do so.

Our Patrons are: the Bishop of Leicester, the Rt Rev Martyn Snow; Mrs Janet Arthur; and Cllr Manjula Sood.

Other supporters include: The West Leicester Mission Partnership, St. Martin's House, Leicester Cathedral, The Samaritans and Groby Sings.

The trustees of SCL include those with experience of working with rough sleepers, long term homeless, socially isolated people, those with drug or mental health issues and those who are destitute. This experience has shown us that we need to provide creative solutions to meet the diverse needs of those who are or were once homeless.

Homelessness and the effects of it cannot be solved by a short term stay in a hostel nor by one organisation. Therefore, SCL is planning a development of a range of services and opportunities:

- café sessions
- a choir combining the talents of guests and volunteers
- arts and crafts expression
- finding a voice through poetry, art and music
- raising the profile and awareness of homelessness
- exploring the spiritual in and well-being for everyone

SCL is aware of similar projects work in other parts of the UK and know that with the right support and backing we can offer respect, dignity and security to those suffering from and surviving homelessness in Leicester.

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Voluntary Action Leicester & Leicestershire (VALL) City Small Charity Award Winner 2019

SoundCafe Leicester

What is SoundCafe?

SoundCafe Leicester (SCL) provides a safe creative space for adults who are homeless, at risk of homelessness, vulnerable, or socially isolated.

We gather together as a weekly drop-in café, inspiring our guests to explore, grow and express their artistic talents. A key aspect of our work is providing meaningful daytime activities that develop new skills and help guests believe in themselves.

SCL offers an open door for adults to explore and experience different activities, with volunteer led sessions that enable guests to:

- engage in art and crafts
- perform musically
- recite their own or others' poetry/ prose,
- perform as a member of Soundcafe choir with guests supported by our volunteers
- participate in listening projects which empower guests to feel heard and understood
- explore faith and well-being
- access information and signposting service for those needing support
- receive pastoral care, and hospitality

In addition, we are also offering access to a football workshop on a Monday evening delivered in partnership with Leicester City Football Club coaches.

SCL aims to be able to offer individually tailored information, advice and guidance to support guests needs and vulnerability. This enables guests to acknowledge and tackle issues that they are facing.

Activity themes are identified, shaped and led by guests and volunteers together. Through their creative expression guests listen to and learn with each other.

Guests find their voice within sessions and within the wider community such as partnerships with other charitable agencies and the Leicester Citizen Delegates Assembly.

Our Trustees & Associates

SoundCafe Leicester Board of Trustees is looking to recruit new members with a passion for supporting vulnerable and isolated adults on the margins of society. Our Trustees and Associates bring a wealth of different experiences to the Board and make SoundCafe the thriving charity that it is today.

The Trustee Board meets 6 times a year including the Annual General Meeting held in June/July. In addition, Trustees undertake two sessions training a year with a supporting strategy away afternoon/time. Trustee Meetings are currently held on a Thursday morning 10.00 – 12.00 hours.

The Board of Trustees oversee the strategic direction of SCL and its governing framework, with day to day operational management responsibility delegated to the Manager through the Operational Group.

Delivery of SoundCafe sessions is supported by the Administrative & Volunteer Services Co-ordinator supported by our team of volunteers.

As SoundCafe is developing we have identified the need to strengthen the Board both at a Trustee and Associate level. Key skills we are looking to address are:

Trustee Board Secretariat – Supporting the Trustee Board maintaining records and overseeing or performing secretarial duties. Organise Trustee Board meetings, training and away days maintaining supporting records. A volunteer Secretary to the Board undertakes the minute taking

Human Resources - HR Management experience to lead and provide an overview on the set up and development of all HR aspects of SoundCafe Leicester, including: setting up processes and procedures; creating policies and procedures; recruitment, training and development; and ensuring that we have all the necessary resources in place as we extend our future employment of staff and volunteer recruitment. [Ensure SCL follows safer recruitment policies and any risk is identified in the Risk Management Matrix.](#)

Information Technology - technical expertise on the utilisation of IT in the workplace; software application & use; security and data protection; advice on the appropriate IT infrastructure required for SCL; trouble-shooting and ensuring technical issues, file security and access are addressed.

Social Responsibility/Health & well-being - A specific knowledge and commitment of working with homeless and vulnerable adults. Health/mental health/social professional background supporting adults with complex health & social needs.

Legal & Corporate - Legal, including corporate governance - equality, data protection and copyright law.

Media & Communications - Media & Communications – addressing how we communicate more widely across the charitable and business sectors; how we influence opinion and use all forms of media to build, manage and maintain our reputation. Provide professional advice on developing our media and communication strategies; how we work with and maximise media opportunities and potential sponsorship and partnering arrangements, to develop our future funding base.

SCL Trustee Board February 2020

Role	Scope of Role
Chair (Current BMO Lead)	<p>Lead the Trustee Board in ensuring the effective performance of its' governance, ensuring there is an effective relationship between the Board and SCL staff, volunteers and stakeholders.</p> <p>Chair Trustee meetings so that the Board functions effectively and carries out its duties; shape the future direction of SCL with clear aims and objectives for future delivery; monitoring of outcomes are clearly defined and measured; and the finances of SCL are systematically accounted for, audited, independently examined and publicly available.</p>
Co-Chair	<p>Deputising for the Chair at meetings and events and acting as a representative of SCL on other bodies. Bring particular key qualities to the Committee in respect of SCL and representing the needs of the guests.</p>
Business Management (Honorary Treasurer)	<p>Overseeing SCL's financial reporting; planning and management; agreeing targets and evaluating performance against them. Exercise financial controls in order to ensure the financial stability of the Charity and to scrutinise and challenge the trustees in planning, advising on financial matters, overseeing strategy on development matters. Networking with local businesses to encourage further support – both financial and practical.</p>
Pastoral (Day to day financial management & support)	<p>Lead on SCL's guest pastoral support, specifically addressing:</p> <ul style="list-style-type: none"> • An awareness and appreciation of guests needs • Supporting volunteers in their pastoral care of guests • Nurturing by empowering guests to seek assistance and achieve their potential • Ensuring the Trustee Board are aware of the key issues and how SCL can develop to address the needs of guests. <p>Provide a book-keeping role in support of the Business Manager (Treasurer)</p>
Risk Management & Policy Development	<p>Lead on the assessment of SCL's corporate and operational risks; developing and implementing a risk management matrix; and ensuring risk is appropriately assessed and mitigated where appropriate. Ensure employees and Trustees are fully 'risk aware' and briefed on SCL's current risk status.</p> <p>Lead on the development of appropriate policies and procedures for managing the charity; ensure their adoption and integration across the organisation; maintaining an overview to ensure all policies are annually reviewed and updated.</p>
Health & Safety/Operational	<p>Responsibility for ensuring SCL adheres to appropriate health & safety legislation; advise on specific safety and operational issues that may affect SCL sessions and performances/events. Ensure the Trustee Board are aware of any key risk issues and impact for SCL.</p> <p>Work with the Manager to ensure the safe operational running of SCL sessions; and provide a Trustee interface to the Operational Management Group.</p>

SoundCafe Leicester

Trustee Role Description

Responsible to: Chair of Trustees

Job Purpose: Developing and supporting the work of SoundCafe Leicester, with a specific remit to ensure:

- that the charity is carrying out its' purposes for the public benefit
- compliance with its governing document and the law
- they act in the charity's best interests
- management of the charity's resources responsibly
- they act with reasonable care and skill
- the charity is accountable

Key Responsibilities

1. Strategy & development, specifically:
 - a. advice, support and direction on the vision and mission of SCL and the necessary strategy, policies and procedures to ensure the future delivery and sustainability of the charity.
 - b. Review, scrutinise and challenge the vision and mission of SCL with specific regard to alignment to the charity's written constitution
 - c. working with the Development Worker support the development of a Business Plan for SCL that addresses the future five year vision and builds on the outcomes of the Transformational Index Analysis
2. Take a lead role for a defined area of governance e.g. safeguarding or data protection in accordance with the key skill set required.
3. Ensure that SCL:
 - a. complies with its governing documents and any other relevant legislation or regulations
 - b. utilises its resources appropriately in delivering its objectives
 - c. is effectively and efficiently administered
 - d. abides by all SCL's policies and procedures
 - e. is properly insured against all reasonable liabilities
4. Contribute actively to the board of trustees' role in giving firm strategic direction to the organisation, setting overall policy, defining goals, setting targets and evaluating performance against agreed targets

5. Represent SCL at events and meetings as appropriate
6. In addition to the recognised statutory requirements, use any specific knowledge or experience to help the board of trustees reach sound decisions. This will involve scrutinizing board papers, leading discussions, focusing on key issues, and providing advice and guidance requested by the board on new initiatives, or other issues relevant to the area of, the organisation's work in which the trustee has special expertise.
7. Support the Chair of Trustees in the submission of bids for funding, providing expert advice and submission of documentary evidence as required.
8. Build on external working partnerships that align with the future development of SCL
9. Building bridges with other charitable providers of service.
10. Engage with guests to help shape and influence the future delivery of SCL.
11. Work in accordance with the policies and procedures adopted by SCL.
12. Ensure compliance and adherence to SCL Data Protection Policy and the development of systems for appropriate storage, control and deletion of data.
13. Maintain confidentiality of all information received, specifically the post-holder will not discuss, comment upon, or disclose any information, in any manner or form, directly or indirectly, to any person or entity, about:
 - a. SoundCafe Leicester;
 - b. its' Trustees, employees or volunteers;
 - c. any aspect of the charity's business or operations; including supports and 'Friends of SCL'
 - d. the Charity's funding or external relationships.

Commitment

It is expected that Trustees will attend 6 routine Trustee meetings per year, the Annual General Meeting; and where possible attend SCL sessions a minimum of once every 'half term'. Where possible Trustees will be invited to attend and provide active support at fundraising events in support of SCL.

All Trustees, employees and volunteers are subject to the requirements of the Data Protection Act and must maintain strict confidentiality in respect of staff, guests and volunteer information.

Trustee Person Specification

	Essential Criteria	Desirable Criteria
Values	<ul style="list-style-type: none"> • Integrity • Commitment • Openness • Diplomacy • Understanding • Tact • Inclusiveness • Objectivity 	
Knowledge/ Experience	<p>Our Trustees over a range of skills within one or more area:</p> <ul style="list-style-type: none"> • Welfare/Pastoral/Homeless sector • Finance • Business Management • Human resources • Fundraising • Communications/PR/Media/Marketing • Legal • Safeguarding 	<p>Each trustee should have at least some of these</p> <ul style="list-style-type: none"> • Wide experience of organisations and what makes them tick • Great networks and a willingness to use them including for helping with fundraising strategy • Experience at Board (or equivalent) level as a non-executive director or trustee • An ability to understand financial information and sound business/commercial skills • Experience of managing/governing significant organisational change and growth
Qualities/ Attributes	<ul style="list-style-type: none"> • commitment to the aims and objectives of SoundCafe Leicester • ability to think strategically and creatively • ambassador for SoundCafe 	<p>Willingness to:</p> <ul style="list-style-type: none"> • act as a member of SCL's working parties/ sub-committees • give time outside board meetings to action Board decisions in a timely manner • represent SCL externally at meetings/events

Eligibility Criteria	<p>You must be at least 16 years old to be a trustee of a charitable company or a charitable incorporated organisation (CIO), unless the charity's governing document says you must be older. You must be at least 18 to be a trustee of any other type of charity.</p> <p>You must not act as a trustee if you are disqualified under the Charities Act, unless your disqualification has been waived by the Commission. Reasons for disqualification include if you:</p> <ul style="list-style-type: none">• are disqualified as a company director• have an unspent conviction for an offence involving dishonesty or deception (such as fraud)• are an undischarged bankrupt or have a current composition or arrangement including an individual voluntary arrangement (IVA) with your creditors• have been removed as a trustee of any charity by the Commission (or the court) because of misconduct or mismanagement• are on the sex offenders' register <p>You will be required to make a written declaration to say you are not disqualified on any of these grounds.</p>
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