

Trustees

Candidate pack

Becoming part of the PSS team





Hello there,

Thank you for your interest in becoming a part of the PSS team as one of our brand new trustees.

Our trustees have a really important job to do: they take overall responsibility for our wonderful organisation: our business with a heart. That means that, as our new potential trustee, you'll also need a big heart, too. And you'll need an open mind, steely determination, a genuine personality and have a professional approach to getting things done.

Here at PSS we have one key purpose: to help people get the most from life; whether that's about supporting them to make their family stronger, improve their health and wellbeing, get out and about in the community or find a safe and happy home. Our trustees are committed to making sure that no-matter what, that's what we're doing: day in, day out.

Did you know that PSS founded Age UK, Riverside Housing and Legal Aid, and was there at the very start of the Citizens' Advice Bureau, amongst others?

We know, we're Liverpool's best kept secret*!

We were born in 1919, and our history certainly shows what type of organisation we are. There's more about our fascinating story in this pack.



And just because we're over 100 years old, it doesn't mean we're slowing down with age, oh no. In fact, we're growing and growing – and that's part of the reason why we're recruiting someone new to come and help shape our vision of the future. We've got big plans for how we can take that curious and imaginative PSS spirit that runs through everything we do and find new and creative ways to support people in need – do you think you could help us?

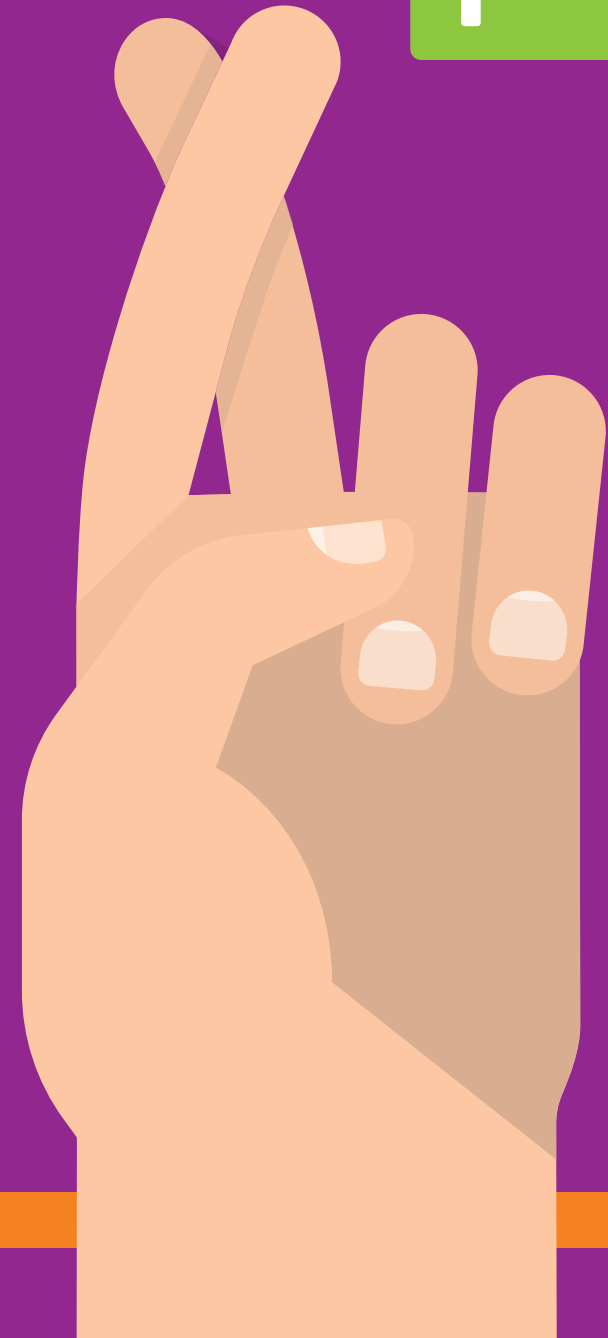
So, that was a little overview, but in the rest of this pack we'll tell you a bit more about what you need to know to decide whether or not being part of PSS is right for you. We'll tell you all about PSS in a nutshell - what we do, how we do it, why we're here and why we're different. We'll tell you what it means to be a PSS trustee, what we're after and how to apply. We hope this will give you a really good feel for the type of organisation we are, what our plans are for the future and how you could be a part of it.

Read on to learn all about how you could give your time and expertise to help shape the future of PSS.

Best wishes – and the best of luck!

Julie, Chair of Trustees

**Extra PSS points if you did know we founded all these amazing organisations... you've done your research!*



Who are we? PSS in a nutshell...



Our aim is simple: we want to help people change their lives for the better - no matter what life throws at them.

We're a business with a heart

All the money we make goes back into finding new ways to help people.



In 2019, we celebrated our 100th birthday - and we still look this great! We want to make sure we're around for future generations, and your work will play a part in that.



We offer lots of different services which means there are lots of different volunteering opportunities *for you to help people get the most from their lives.*

The PSS team

is made up of our wonderful volunteers, employees, dedicated self-employed carers and the next generation of brilliant professionals: our placement students...



We go way back:

We were founded in 1919 by Eleanor Rathbone, a lady famous for tackling social injustices.

We've got volunteers based in *Merseyside, Wales, North Yorkshire the Midlands, Lincolnshire, Norfolk, Suffolk and Manchester.*



Our world revolves around the people who use our services.

Everyone's different, and our focus is on helping people choose their own type of support.

We're always cooking up new ideas for services we can offer.

We listen to what people tell us, and if we hear about a way we can help, we'll create a service to do just that.



The people who use our services are the reason we do what we do

and they play a huge part in making sure we're doing things right. They help us make decisions about how our services are run.





Our Big Plan

The Big Plan shows us what we're going to do, when and how. It's our version of a strategy.



We made our first Big Plan back in 2015 and it was designed by all kinds of PSS people and the people who use our services, to make sure it reflected not only what our teams wanted to achieve, but what the people we support would like to see us doing, too.

At the end of 2019 it was time for a refresh. So we gathered the troops again to reflect on how we'd responded to the first big plan and what we needed to prioritise for 2020 - 2026. So, here's what we came up with together...



The PSS values and culture

We may be blowing our own trumpet, but our team really is something special.

PSS people come from all different walks of life, and it's this mix of brilliant personalities, experiences and insights that gives us that warm, open and friendly culture you can feel as soon as you meet us. But however wonderfully different we all are, there are five things we've all got in common - and they are the PSS values.

Created by our own employees to reflect some of the personal traits PSS people have, our values are the key to what makes our culture so unique; they're a reflection of who each of us are and they're embedded in everything we do.

Sometimes other organisations approach us and ask how we managed to make our culture so strong.

Our answer is really simple: we work with genuine, determined, professional, open-minded and big-hearted people.

'Be yourself - everyone else is taken.' Oscar Wilde



So... does that sound like you? Tell us! We want to get a sense of who you are.

We're not just looking for ways you fit well into your role, we're looking for how you fit with the wider PSS team, too.



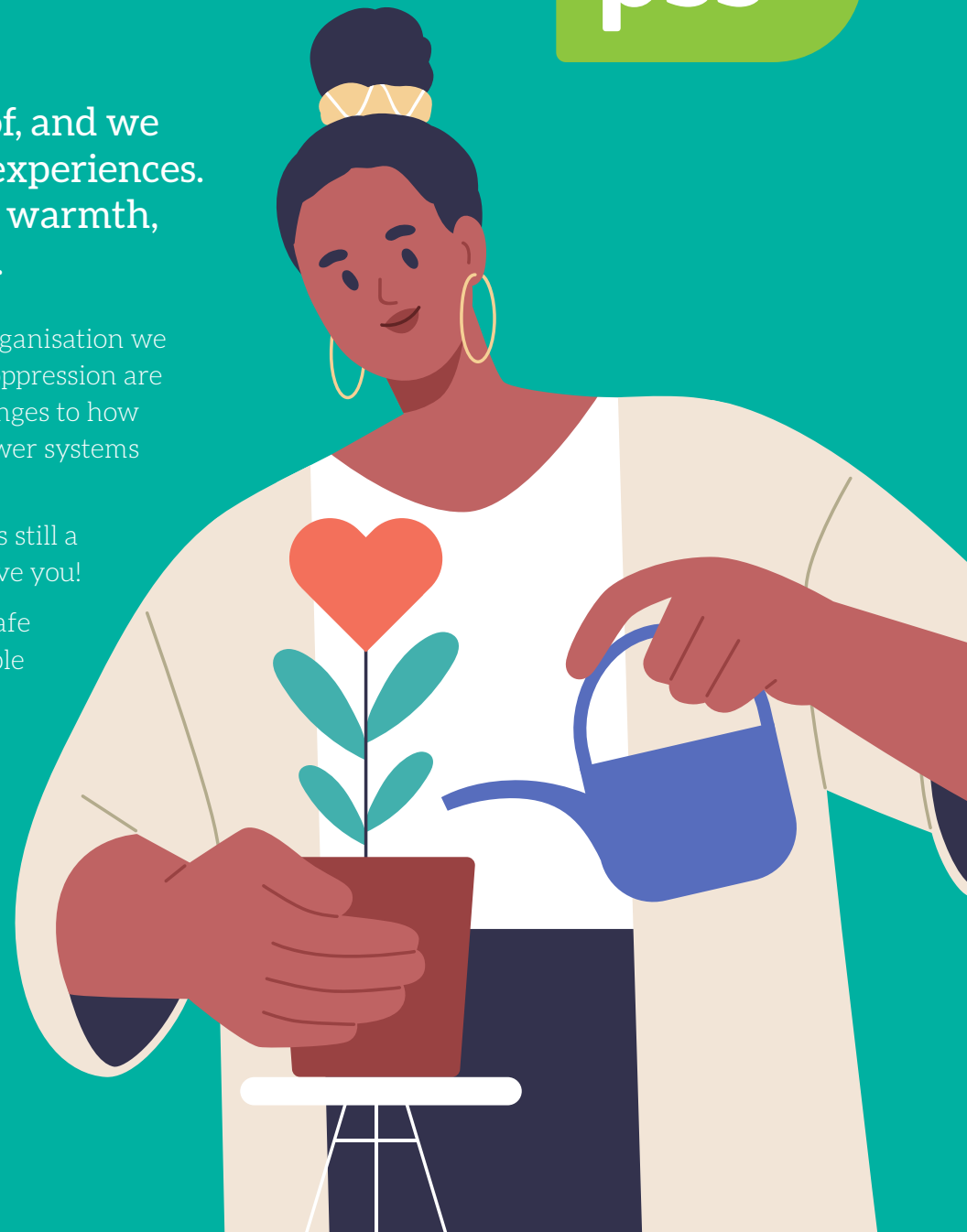
You belong

PSS is shaped and led by the communities we're part of, and we find joy in celebrating and learning about everyone's experiences. Anyone who works or volunteers with us is met with warmth, safety and a deep sense of respect, care and belonging.

We're on a big journey to become the most equitable, inclusive, and diverse organisation we can be. We've looked closely at how systemic issues like power, privilege and oppression are impacting people at PSS, and we're using that knowledge to make positive changes to how we do things. We're passionate about disrupting the oppressive behaviour, power systems and structures our communities face.

We've already made loads of ace changes that we're really proud of, but there's still a long, and exciting road ahead to being the best we can be – and that will involve you!

We'll expect you to be a part of making the world – and our organisation – a safe and welcoming place for everyone. To be accepting and supportive of the people we support and the people you volunteer with, no matter how different they might be from you. That means being kind and compassionate and showing respect for each and every person you meet.



Our services



We've got 7 different services that support people from all different walks of life to get the best from their lives.

Our services range from mental health and social care through to services for women in the criminal justice system and for the children of prisoners; it really is a big old melting pot of good stuff. Here at PSS we love that we get to meet people from all different walks of life. We treat everyone we meet as completely unique (as it should be) – each and every person with their own needs and experiences. Something you hear a lot of at PSS is 'nothing about me, without me', and we truly believe that. Our services are built to help as many people as possible, but how we work with the individuals that use them is entirely dependent on who they are, what they need and what they want to achieve in their own lives. We work with the people we support to make sure the service they receive is right for them.

Here's a little bit about each of our services.

Supporting people to find safe and happy homes

Our national Shared Lives scheme, which we founded in 1978, supports vulnerable people from all walks of life in the warmth of one of our specially-recruited carers' family homes. People who use Shared Lives are supported as much or as little as they want or need by our carers, and they're encouraged to live their lives to the full, learning new skills and gaining as much independence as they can.



Supporting people in their communities

Our **Community Support** service gives people the support they need to get out and about in their community, enjoying life as they choose to, and our **Making Days** service, a bunch of day centres for people with learning disabilities in Liverpool, does exactly what it says on the tin – our fabulous teams help make people's days with lots of fun groups and activities.

TRIO's a care service for people living in North Wales with memory impairment. It's a service all about supporting people to really get out there and do what they love in the company of someone else experiencing the same things as them – all while getting as much or as little support as they need from one of our fantastic companions.



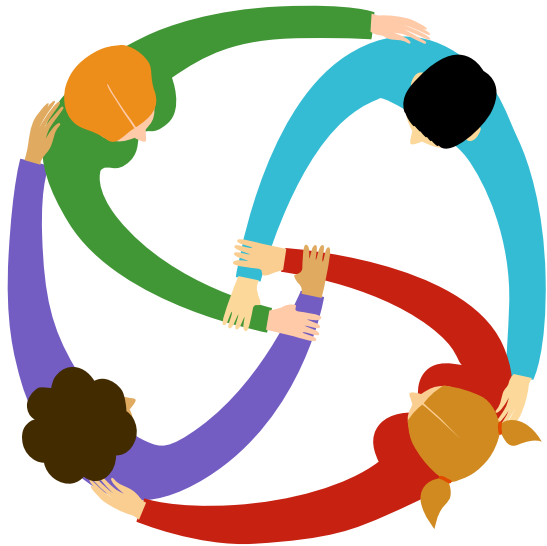
Supporting families to stay together

We're big believers in keeping families together wherever possible, supporting them to work with each other on any problems they might be experiencing, but we also believe in giving families a safety net for when that's just not possible. Our fantastic **Prisoners' Families** service helps families affected by parental imprisonment. We run support groups, provide one-to-one counselling, and help families navigate their next steps.



Supporting parents and their babies

Parent-Baby Service is a service in Liverpool that supports parents and carers to develop strong and healthy relationships with their babies; keeping them safe, helping them enjoy life together and forming strong and positive bonds.



Supporting people's mental health and wellbeing

Our **Wellbeing Centres** offers a range of mental health support to people in Liverpool from all different backgrounds who may need some support to feel and stay well.

We can help people experiencing the challenges of living with anxiety, depression and other forms of emotional distress.

Recovery can take time, so we provide safe, nurturing spaces, enabling people to heal, understand, gain control and move forward with renewed meaning and purpose in life. People are invited to attend our recovery courses to learn new techniques, strategies and skills with support from others.

Supporting women to turn their lives around

We support women who have committed an offense or who are at risk of committing one to get back on the right path with our **Women's Turnaround** service. We do that by providing them with the practical and emotional support they need to make more positive choices – with the aim of getting them into employment and, as the name suggests, turning their lives around.





What do PSS trustees do?

As one of our trustees, it'll be your job to help us make sure we're doing what we say we will properly, fairly, to the best of our ability and when we say we'll do it.

Our trustees take ultimate responsibility for everything we do at PSS, and they use their expertise – whether that's lived experience as someone who has received or receives support in their life, or their professional experience – to keep PSS moving in the right direction.

PSS has a Board of 10 trustees at the mo, which meets four times per year. We're looking to bring in more wonderful people to help make our already brilliant Board even stronger. To learn more about who each of our trustees are, you can read a bit about each of them on our website:

psspeople.com/who-we-are

Being a trustee's a big job – and as you might have already gathered, it's a responsible one. Our trustees have legal responsibilities as directors of PSS, a company limited by guarantee. Things like being legally responsible for the company's records, accounts and performance. The great news is, we've got our own quality team at PSS who have the expertise to help make sure our Board is fulfilling its legal job.

PSS will give you lots of support to help you do the best job you can. You'll have an induction to help you become familiar with your role, ongoing training, and support as and when you need it from our quality team. We're a paperless organisation, so we'll email you everything you need for each meeting well in advance. This will be for the main Board meetings, as well as for the sub-committees.

Here are the seven key things you'll need to do:

- 1 *Be responsible for the proper administration of PSS (making sure things are done properly and that everything is above board)*
- 2 *Accept ultimate responsibility for everything PSS does*
- 3 *Act reasonably and carefully in all things related to PSS*
- 4 *Safeguard and protect the assets of PSS*
- 5 *Do things in partnership with our other trustees*
- 6 *Do things in the best interests of PSS*
- 7 *Avoid any conflict between your personal interests and those of PSS*



Why become a PSS trustee?

Volunteering your time to be a PSS trustee means:

- Putting your big heart into a cause you believe in
- Using your knowledge and skills to help PSS be the best it can be
- Being part of an amazing organisation that exists to help others
- Meeting people from lots of different walks of life
- Doing something you can be really proud of
- Helping us make the biggest impact we can with our work
- Learning about all of our services
- Being part of a brilliant team

Will I be paid for being a trustee?

Being a trustee is a voluntary role. This means you are not paid for your time, but you can claim expenses payments. This is for things like:

- Travel to and from meetings
- Overnight accommodation where required
- Childcare or care of other dependents while attending meetings



How much time does it take?

To be a PSS trustee, you're going to need to be able to commit, on average, about a day per month to doing trustee-ee things:

- **Coming to meetings**
- **Coming to sub-committee meetings**
- **Prep for these meetings**
- **Reading documents**
- **Going to visit some of our services**
- **Coming to Board development days**

It's really important that you don't just reserve time for meetings, but for prep and reading, too. We need you to come to our meetings all ready and willing to contribute to our discussions and to learn about the different parts of what we do at PSS.

All of our meetings tend to take place in the late afternoon, usually from about 4pm, so you'll still have time to do the day job/pick the kids up/go shopping/watch Judge Judy/cook and then proceed directly to eat a massive chocolate cake... however you spend your days.



What are we looking for in our new trustees?

We really want the best of the best to join our Board of Trustees, and we're hoping to recruit two people to join our brilliant Board. Here are the skills and experience we are looking for:

Lived experience of services like ours: We're here for one reason and one reason only – to support the people who use our services. It's only right that someone with lived experience of services like ours has a seat at our Board table and a voice in the decisions that shape the direction of our organisation. If this sounds like you, we'd love to hear from you.

Finance: We're also on the hunt for a finance guru. Someone who knows the ins and outs of the finance world standing on their head with their eyes closed, and who gets why it's important to make sure that every penny we get goes further. The finance team might be working behind the scenes, but they're one of our most important central services as they're responsible for making everything tick over when it comes to financial matters. We're looking for someone who will be able to scrutinise our financial performance and make sure we're going to be able to keep doing what we're saying we're going to do for future generations. Understanding our financial position and forecast is going to be key to this role.

Social care: We're on the lookout for someone who has social care expertise coming out of their ears (not literally). Social care is our bread and butter, so we need someone who lives and breathes it to steer our board using their knowledge and expertise.

We want to make a positive impact, helping to make change and fight for a better future for our sector, the people who work in it and the people it supports. We know that the people we support are the only ones who know what it's like to be in their shoes, so a big part of what we do is listening and learning – we want to work with people to support them in the ways they need us to. If you're someone who's also really passionate about working in partnership with people as equals, we'd love to hear from you.

Digital technology: Tech whizzes, raise your hand. We know how important it is to keep up with the ever-evolving world of tech, and we know that, when used in the right way, tech can make people's lives easier and all-round better. That's what we're aiming to do. We're already tech-savvy with our approach; we're paperless and our ace tech team is introducing some brilliant new systems to help us become more efficient and smarter when we work, but we'd love someone on our Board who can really get behind us and help steer us as we get even further into our tech journey.

We're looking for someone who knows digital technology like the back of their hand, is creative, has great ideas, and can share their vision for how digital tech could help us be even better at what we do.





Lobbying and campaigning: Movers and shakers, this one's for you. We know how powerful lobbying and campaigning can be when it comes to driving change and making a real impact in our society. At PSS, we call ourselves rebels with a cause and have been paving the way in 'rebellious' social care since 1919 - and we're not ready to stop yet.

We need someone on our Board who can help us drive what we're doing even further. We need someone with passion, determination and experience in campaigning for change – whether that's campaigning for something in your local area or going all the way to Downing Street. If you're a master at rallying support and turning ideas into action, we want you to help lead the charge and take our Board to the next level.

Don't worry, you don't need to have all these strings to your bow – it's ok if you're an expert in just one. That's impressive enough!



Don't forget...

It's not just about what you can bring, it's about who you are, too. As we mentioned earlier, everyone at PSS is unique, but we all have five things in common. Take a look at the values page in this pack to learn more about what it takes to be a true PSS person. The full job description and person specification for this role can be found on our website: psspeople.com/becomeatrustee



Making our Board even better

As you know, we're all about hearing from all different kinds of people at PSS, and that's no different when it comes to our trustees. We've got trustees from lots of different backgrounds who have different expertise to offer up - it's what makes our Board so brilliant! When it comes to recruiting our new trustees, we're really interested in hearing from people who have the skills that we're missing but also from people who can bring new experiences and perspectives to how we do things.

Having people from all walks of life is part of what makes PSS so great and to do this authentically, we need to be steered by a diverse squad who can offer an understanding of the different people we work with. We recognise that people from all different backgrounds, ethnicities and communities can bring something different to our organisation. We need people with the same passion for people as we do, who can look at things with a fresh set of eyes and a different set of life experiences.

We're encouraging applications from:

- **People with lived experience of a learning disability and/or autism:** We're on the lookout for people who have lived experience of accessing the types of services we offer at PSS. We want people with learning disabilities and autism to have a voice and the power to make changes at PSS. We want people who understand what it's like to have a learning disability and want to use their experience to help steer our Board.
- **People from the global majority community:** We also want our Board to represent the intersectional communities we work with. We want PSS to be an even more diverse and inclusive space, with people from all different backgrounds, cultures, and ethnicities helping shape our work. It's so important that our organisation and services represent and empower the voices of the communities we support today and for future generations. A more diverse Board will help us do that.
- **Our philosophy:** We also need people who will get totally on board (no pun intended) with our philosophy. And that philosophy is very simple - it's that the people we support matter the most. We want people who believe that good social care can be truly life-enhancing and that it all starts with the individual who's being supported.

Whilst we may be over 100 years old, we're certainly not long in the tooth. We want to keep up our brilliant reputation for innovation and challenge the status quo by ensuring our trustees continue to fight for the most important issues for every generation.





Our sub-committees

There are three sub-committees of the Board; in other words, as well as having full Board meetings where we talk about lots of different issues, our trustees also come together separately in groups to work on very specific things. These groups are:



Audit and Governance Committee: where we make sure PSS is doing what we say we will, when we say we will, to a high standard. This committee looks at a range of issues including health and safety, quality and charity governance, as well as contract and risk management.



Finance and Performance Committee: where we take a good look at our pennies and how our services are doing. It also looks at big financial issues, how our investments are doing and our annual budgets. They also keep an eye on how we're doing with our key performance indicators, to make sure the PSS is moving in the right direction.



People committee: Where we make sure that PSS is doing all it can to provide a happy, fulfilling place of work, supported by an open and honest culture in line with our values. It also looks at how we can make sure we pay people fairly and oversees our belonging strategy.

As one of our new trustees, we'd need you not only to be part of our Board of Trustees, but to come and sit in on at least one of those individual sub-committees.

Fancy being a trustee but don't have the time right now? Or maybe you're just starting your charity governance journey and want to learn more before taking the leap? **Why not apply to be a committee member instead?**

Committee members aren't full trustees, so that means they're not registered with regulators and don't have the same level of responsibility. However, they do bring their valuable skills and insights to one of our three sub-committees. Like our main Board, our sub-committees each meet four times per year.

Working together for PSS

Our trustees work in close partnership with PSS's leadership team to make sure PSS is achieving what we need and want it to.

Our leadership team is made up of:

- our chief executive, **Jill Sheldrake**, who will be joining us in January 2025
- **Sharon Edwards**, our director of people and finance; and
- **Harriet Michael-Phillips**, our director of operations.

The leadership team is supported by a nine-strong senior management team, made up of the heads of each of our operational service areas and the heads of our central services teams (our finance, learning and development, quality and communications, technology and people and culture teams).





How to apply

Like the sound of things so far? Fancy submitting an application?

All you need to do is:

- **Pop us your CV over** (if you have one).
- **Send us a covering letter** which tells us about your interest in becoming a PSS trustee and what you think you can bring.
- **Tell us the names, positions, organisations and telephone contact numbers of two individuals** who could be approached as referees. (Don't worry - we'll only approach referees once we've got your permission).
- **Give us your full contact details:** your name, address, email address and phone number.



Send your application in to Mandy, who is our executive business partner, by Wednesday 6th November at 12pm.

Interviews will be on 18th or 21st November.

Email them to: mandy.howe@pss.org.uk

Or post them to:

**Mandy Howe, executive business partner,
PSS, Eleanor Rathbone House, Connect Business Village,
24 Derby Road, Sandhills, Liverpool, L5 9PR**

How we can support you

If there's anything you feel we should know or anything we can do to make you feel better able to complete your application for the role of trustee, you can arrange to chat to Mandy Howe, our executive business partner by calling 0151 702 5555 or emailing mandy.howe@pss.org.uk. If something's important to you, it's important to us, and we'll do whatever we can to make sure you're in the best environment to thrive in your application process.

We want you to know that when you're volunteering with PSS, you won't just be accepted, but you'll be celebrated for being you.

What happens next?

Once you've made your application:

- We'll let you know we've got it and any give you any information you might need at that stage.
- We consider the applications and make a shortlist. Shortlisting will take place week commencing the **11th November**. If you've been successfully shortlisted, we'll ask you to meet us for an interview, on the **18th or 21st November**. At the interview you'll talk to a small group of our current trustees. You'll also be interviewed by our panel of VIPs – some people that use our services. You'll also visit a couple of our fab services.
- It would be at this time we'd also carry out the checks we're required to do around you being what you might call a 'fit and suitable' person as a trustee; such as taking up references and self-declarations.

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Got any questions?

If you've got a question about becoming a trustee for PSS or you'd like to have an informal chin wag about what this role would involve, you can arrange to chat to Mandy Howe, our executive business partner by calling 0151 702 5555 or emailing mandy.howe@pss.org.uk





*'The time is always right
to do what is right.'*

Martin Luther King