



Candidate Pack for Chair

Welcome

Thank you for your interest in joining us as our next Chair of the Board of Trustees at Mental Health Matters.

We are a leading mental health charity providing high quality mental health services nationwide. One in four adults in England have experienced mental ill-health, and a third of families include someone with a mental health condition. We provide services across England, from Northumberland to Devon, led by a highly motivated and enthusiastic workforce, who are committed to delivering the best quality services to those in need of support. Everything about MHM is people focused and our people are central to delivering the highest quality of service and care to our clients and service users. We support 15,000 people every month to achieve their recovery goals, and we are always seeking to develop and expand our services to reach more people in need. Over the past five years we have doubled in reach and impact, and we are committed to developing our offer to ensure that we can support even more people to transform their lives.

Our current Chair comes to the end of her term of office shortly so we are now seeking a new Chair to lead our Board and support our organisational development as we navigate our next exciting phase of growth. You will be an experienced leader, although you need not have chaired a Board before. Your strategic and ambitious approach to delivering impact will be key and you will have a strong focus on building on our robust and effective governance to ensure that we retain the highest standards of performance. We expect that you will bring some experience of working within the charitable sector either in an executive or non-executive role previously and your insight into the complexities that the sector faces will be valuable here.

We are a diverse Board with a broad range of skills, backgrounds and experiences and we have a strong executive team, headed by our Chief Executive Jane Hughes. You will champion a collegiate and supportive relationship between the executive and non-executive teams. Whatever your area of professional expertise and background, you will be an experienced non-executive leader with highly tuned influencing skills and the ability to balance diverse perspectives and foster collaboration around shared goals.

Being our Chair at Mental Health Matters is very much about a commitment to improving mental health services and ensuring outstanding governance and bringing strategic insight to ensure that our team can deliver exceptional outcomes for everyone experiencing mental ill health. You will bring the highest levels of personal integrity and a commitment to promoting diversity in its broadest possible sense.

If you believe you have the personal qualities, skills and experience we are looking for, we very much look forward to hearing from you.

Best wishes,

George Jenkins
Vice Chair, Mental Health Matters on behalf of the Board of Trustees



About Us

Founded in 1984, Mental Health Matters (MHM) is a leading UK charity providing life-changing support to individuals experiencing mental health challenges. Our comprehensive services, delivered both face-to-face and digitally, include NHS Talking Therapies, crisis support, employment services, mental health helpline and community based mental health support services. We operate in communities across England, helping 15,000 people each month to overcome adversity and regain independence.

Our focus is on providing person-centred care, offering tailored support to meet individual needs. MHM's approach is rooted in compassion, recovery and respect, ensuring every person has the opportunity to improve their mental health and well-being.

In partnership with local authorities, NHS trusts, and community organisations, MHM works tirelessly to reduce the stigma associated with mental health and raise awareness of mental health issues across the country. By delivering high-quality, accessible services, we strive to empower individuals, promote mental health recovery, and foster inclusion.

Our expert team includes mental health professionals, therapists, peer support workers, and dedicated volunteers, all working collaboratively to drive positive change.



The service has genuinely been something that has saved my life. It truly is a space place I feel I can just be myself. It has been there for me during crisis when I feel scared, and I wouldn't be where I am right now without it.

**Person accessing support from our
Crisis Service**

Our Vision

That everyone can access support for their mental health to live a meaningful life, in a society free from stigma.

Our Purpose

To provide innovative, life-changing mental health support for individuals and communities.

Our Values

Compassionate – We are compassionate to the needs of the people who access our services, their experiences and their aspirations.

Accountable - We are transparent and hold ourselves to the highest standards in every interaction.

Collaborative - We believe that by working together, we achieve the best outcomes for individuals, communities and society

Proud - We are proud of what we stand for - those who access our services, our people and changing lives.

To read about the impact we have made please click [here](#)

To read our most recent annual report, please click [here](#).

To meet your future colleagues on the Board, please click here [here](#).

To learn more about our Executive Team, please click [here](#).

Our Services

Crisis Services

A mental health crisis can occur when you feel unable to cope or control your situation, leading to intense emotional distress, anxiety, self-harm and thoughts of suicide. Our Crisis Services provide emotional, social and practical support in a safe, non-judgemental and non-clinical environment to help people through this time



I suffer from Borderline Personality Disorder and anxiety, and I've been in crisis many times. The service has been my emotional support when I'm really anxious and I need someone to talk to. They listen to me and have helped me come to terms with how I am feeling. I'm in a much better place now and I have been working on artwork to display in every service site across Kent. I just want to say that not once have they let me down.

Peter

Community Services

There is no 'one size fits all' way to improve everyone's wellbeing. So, we offer one-to-one support through our dedicated Recovery Workers to help people focus on improving their mental health and manage daily challenges. Our team work with those in need to achieve their own personal goals and are committed to guiding them towards greater independence and mental well-being.

Employment Services

We understand how challenging it can be to find or maintain a job while struggling with mental health difficulties. Our Employment Recovery Workers provide one-to-one support for anyone looking for that next step that better suits their needs, help create reasonable adjustments with employers to manage mental health at work and find the right training or volunteering placements to help those we support gain confidence and be ready for work.



Thank you for your support and encouragement. You have helped me feel confident enough to approach employers. I am in the final stages of starting a new role and having that routine and purpose will help me feel more positive on life.

Person accessing support from our
Employment Service

24/7 Helpline

We offer around the clock support for those in need of a confidential and nonjudgemental space to talk. We also offer support to veterans through our Op COURAGE partnership. We also offer specialist support helplines, including a support helpline for veterans through our Op COURAGE partnership.

Housing Services

MHM provide support to those struggling to live and cope on their own. Our housing and floating support services provide emotional and practical support to help people to live more independently. The service supports people to develop a range of skills, including budgeting and cooking, and build the confidence to engage with their local community.

NHS Talking Therapies

As part of the NHS Talking Therapies Scheme, we offer a range of therapy and guided self-help for those with common mental health conditions such as anxiety and depression, delivered by accredited Psychological Wellbeing, or High Intensity CBT Practitioners. We offer support in a number of ways to ensure people can access help in a way that works for them.



I wanted to express my gratitude, I never thought before how useful therapy could be, not only for day to day life but for all kinds of different scenarios. I was able to find myself and it has encouraged me to not only tackle the daily struggle but to delve deeper and empower and better myself. Thank you so much

Person accessing support from our Talking Therapy



Main duties and responsibilities of the Chair role

The Board of Trustees is the ultimate governance body for the organisation, serving as stewards of the organisation's resources, and is ultimately responsible for Mental Health Matter's strategy, operations, adherence to law and regulation and financial management. The Trustees serve on a voluntary basis. Board meetings are held quarterly with two held in person and two online. The in-person meetings are currently held in London, York or Sunderland. In addition to Board of Trustee meetings, one or two strategy or development days are held in person each year. There are also a number of Board sub-committees which are held quarterly online and the Chair may attend some of these.

Chair Responsibilities

The Chair leads the Board of Trustees and works closely with the Charity's Chief Executive and Executive Team to achieve its goals. The Chair is responsible for the Executive Team achieving the objectives and goals set annually through the usual mechanisms.

The Chair will hold the Board and Executive Team to account for the Charity's mission and vision, providing 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 also support, and, where appropriate, challenge the Chief Executive and ensure that the Board functions as a unit and works closely with the entire Executive of the charity to achieve agreed objectives. They will act as an ambassador and the public face of the charity in partnership with the Chief Executive.

Other key areas include:

Strategy and Governance

- Ensuring that the Board operates effectively in the consideration, iteration and approval of the strategy proposed by the Chief Executive and Executive Team in support of the charity's mission and values.
- Taking responsibility for the Board of Trustees and the charity operating within its charitable objectives.
- Ensuring, with Trustees, that the charity operates efficiently and effectively to fulfil its objectives and for maximum impact for service users.
- Safeguarding the interests of the charity's beneficiaries and providing oversight of stakeholder interests.
- Ensuring high standards of governance and risk management.
- Ensuring that the Board is as diverse as possible to provide the range of knowledge, skills and experience necessary to deliver the aims of the charity.
- Ensuring the organisation is accountable and transparent in its activities.
- Ensuring compliance with relevant charitable and company legislation.
- Having oversight of the sub committees of the board.
- Ensuring a high performing and effective board by committing to the performance management of all Trustees including the regular appraisal and review of Trustees and board performance (including managing retirements and resignations of Trustees).
- In addition to the Board of Trustees, the Chair also has the right to attend the other sub-committees of the charity.

Guidance and support to the Chief Executive

- Providing regular support, guidance and constructive challenge to the Chief Executive on all aspects of the charity operations, including staff management through regular and ad hoc meetings. Regular meetings are currently held fortnightly online.
- Appointing the Chief Executive and approval of Chief Executive's salary and annual pay review with the Remuneration Committee.
- Line management of and working in partnership with the Chief Executive to support them to achieve the aims of the charity.
- Carrying out the annual appraisal and objective setting with the Chief Executive and a six -month interim review using 360 feedback mechanisms from executives and Trustees.
- Ensure the Chief Executive has the opportunity for appropriate professional development and external professional support.
- Approval and sign off of all expenses for the Chief Executive

Financial

- Ensuring, with the Board, sound financial oversight including review and approval of the annual budget
- Having oversight of high standards of financial management

Lead Board Meetings:

- Chairing meetings of the Board of Trustees effectively and efficiently, bringing impartiality and objectivity to decision making.
- Encouraging discussion at Board meetings, summarising key points and ensuring decisions are made and implemented.

Advocacy

- Being mindful at all times of the reputation and profile of Mental Health Matters and endeavour to raise the profile of the charity.
- Providing advice and assistance to the Chief Executive in raising and maintaining the charity's profile.
- Attending internal and external events where appropriate to promote the work of the charity to stakeholders and staff.



Person Specification

Knowledge and Experience

- Experience of operating at a senior strategic leadership level within a medium to large size organisation.
- Successful track record of achievement through their career.
- Experience of charity governance and working as part of a Board of Trustees
- Significant experience of chairing meetings and events.
- Broad knowledge and understanding of the mental health sector and wider health policy environment and current issues affecting it.
- Financial management expertise and a broad understanding of charity finance issues.
- Good understanding of charity governance issues.

Skills and Abilities

- Strategic vision with the ability to see the bigger picture and to identify big issues including those around the charity's long-term sustainability and reputation and support the Board of Trustees and Executive Team to address these challenges.
- Strong leadership skills, ability to motivate team members and bring people together.
- Excellent chairing skills with the ability to lead and facilitate discussion and debate at meetings.
- Emotionally intelligent with highly developed influencing skills and effective communication and interpersonal skills.
- Ability to foster and promote a collaborative team environment
- Strong networking capabilities that can be utilised for the benefit of the Charity
- Personal and professional credibility that will command confidence across a wide range of stakeholder interests.
- An inclusive style with the willingness to welcome diverse opinions and challenge constructively.
- The ability to balance commercial and social business aims and encouraging innovation and creativity in others.

Personal Qualities and Values

- Demonstrate a strong and visible commitment to the Charity and its' strategic objectives.
- Show commitment to the values of Mental Health Matters and uphold them personally at all times.
- Share the energy and drive of the organisation and be committed to the role of Chair.
- The ability to commit the time required to conduct the role well and provide sufficient support to the Chief Executive and others as required. This may include travel outside of usual office hours and to other bases.
- Have an interest in wider mental health policy issues.
- Exhibit strong inter-personal and relationship building abilities and be comfortable in an ambassadorial role.
- Demonstrate tact and diplomacy, with the ability to listen and engage effectively

Terms of Appointment

Term of office

One term of three years. There is the option for this to be extended for a further three-year term at the invitation of the Board of Trustees.

Remuneration

This role is unremunerated although reasonable travel expenses will be reimbursed.

Time Commitment

Board meetings are held quarterly with two held in person and two online. The in-person meetings are currently held in London, York or Sunderland. In addition to Board of Trustee meetings, one or two strategy or development days are held in person each year. There are also a number of Board sub-committees which are held quarterly online and the Chair may attend some of these.

How to Apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact juliet.brown@starfishsearch.com and we will be happy to arrange a call. To make an application, please go to <http://starfishsearch.com/jobs/mhm-chair> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

As part of this process we are also offering the opportunity to attend a webinar with our outgoing Chair, Sally Baines and our Chief Executive, Jane Hughes. This will be on Monday 28th October 2024 at 5pm.

Closing date: Friday 15th November 2024

Informal conversations with Starfish Search: w/c Monday 25th November 2024

Final Panel interviews: Thursday 19th December 2024