



# Candidate Pack for Trustee

# Welcome

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Dear Applicant,

Thank you for your interest in the role of Trustee at Mental Health Matters (MHM). We are delighted you are considering joining us and you will be doing so at key point for MHM as we develop a new three year strategy and continue to develop our services to meet changing needs.



MHM is a national charity which has a hugely positive impact on the lives of people living with mental health needs in our local communities. MHM provides services across England, from Northumberland to Plymouth, led by a highly motivated and enthusiastic workforce (circa 650 employees) who are committed to delivering the best quality services to those in need of support.

I joined the Board of MHM over 6 years ago and became Chair three years ago. We have a strong and passionate Board, and individuals who are highly committed to enabling MHM to flourish and ensure more people have the opportunity to engage with the organisation. We work closely and collaboratively with our energetic and forward-thinking leadership team, and we seek individuals who are collegiate, and team oriented in their approach.

We are now looking for a new trustee who can bring their skills and experience to support Mental Health Matters to further develop a diverse way of thinking on our Board. We are open to and would welcome candidates with a broad range of expertise and backgrounds. However, we have a particular interest in someone with experience in leading through growth and transformation as well as strategic thinkers who are looking to make a positive impact for people experiencing mental ill health and are able to lend their leadership experience to the growth and development of the organisation.

To reflect our broad geographical presence, we welcome interest from candidates regardless of current location.

We welcome both experienced Board leaders and those looking to take on their first Charity Trusteeship. Ultimately you will be dynamic in your thinking with a real drive and passion to make a substantial impact to our work!

We are encouraging applications from people with a diverse range of experiences and backgrounds to ensure the Board truly represents the people we serve.

This is wonderful environment where we are collaborative, caring, and ambitious but with a real focus on those who access our services. We take great pride in our work and the Charity, balancing this with a dynamic and innovative approach. If you'd like to bring your skills and expertise to support us, we'd love to hear from you.

Kind regards,

**Sally Baines**  
**Chair 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 Trustee role

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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, and report to the Chair of the Board.

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. Each trustee is expected to be a member of at least one board sub-committee or working group.

## Role purpose

Our Trustees play a pivotal role in providing governance and guidance to ensure we uphold our charitable purpose, act in line with our vision, aims and organisational objectives.

You will be involved in setting the strategic direction of our organisation, as well as holding our Chief Executive and other senior officers to account. The trustees work closely with the senior leadership team, playing an active role through advising, challenging and mentoring as required. Together, we ensure our purpose remains focused and we strive towards our vision.

Although MHM management and operations are delegated to the Chief Executive, the Board of Trustees remains responsible for overseeing the work of the Chief Executive and senior leadership team, ensuring that MHM is well managed and operates within agreed budget, policies and the law.

The overarching responsibility of a trustee is to advance the purposes of the Charity.

Each trustee should use any specific skills, knowledge or experience they have to help MHM's Board of Trustees reach sound decisions. This may include, but is not exclusive to:

- shaping strategy
- setting priorities
- providing scrutiny
- setting overall policy
- managing risk
- evaluating performance against agreed targets
- providing advice and guidance

It is important to note that whilst MHM's Board of Trustees delegates its management to the Chief Executive, accountability for the Charity and Company Limited by Guarantee remain with the Trustees.

## Main responsibilities

- Ensuring MHM is carrying out its purpose for the public benefit
- Complying with our governing document and relevant legislation and regulations
- Acting in the charity's best interests
- Managing MHM's resources responsibly
- Acting with reasonable care and skill
- Ensuring MHM is accountable, complying with statutory duties and reporting requirements

**Being a trustee means making decisions that will impact on people's lives and making a difference for those who use our services.**

# Person Specification

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A person specification sets out the qualities, skills and experience needed to fill a particular role. All trustees need certain qualities such as integrity and commitment. However, every trustee need not have the full range of skills and experience ideally required by the Board of Trustees of MHM.

For this role, we are particularly seeking experienced leaders who have successfully led through strategic change, growth and transformation are committed to making a positive impact on the lives of people living with mental health needs.

Each trustee **must** have:

- a commitment to MHM
- a willingness to devote the necessary time and effort
- a willingness to learn and maximize personal development opportunities
- good independent judgement
- an ability to think creatively
- a willingness to speak their mind
- an understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- an ability to work effectively as a member of a team
- objectivity, accountability, openness, honesty and leadership

## Desirable attributes include skills and experience in the following areas

- an understanding of the needs of people with mental and physical health concerns
- target setting, monitoring and evaluating performance and programmes
- strategic vision and thinking
- creative and innovative approach



# Terms of Appointment

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## Term of office

Trustees are appointed for a 3 year term. After this, they may be re-elected by the Board for a second term of 3 years (with a further additional year in rare and exceptional circumstances).

## 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. Each trustee is expected to be a member of at least one board sub-committee or working group.

## Training and support

Appropriate training, mentoring and development are provided to support trustees in effectively fulfilling their role and responsibilities.

Trustees must be over 18 years of age. As a Registered Charity and Company Limited by Guarantee there are additional restrictions which disqualify people who have been convicted of certain offences involving dishonesty or deception, undischarged bankrupts and those previously removed or disqualified from being trustees or company directors. MHM require Trustees to be members of the organisation as laid down in our governing document (Memorandum and Articles of Association)

# How to Apply

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To make an application, please email [chris.milo@starfishsearch.com](mailto:chris.milo@starfishsearch.com), with the following:

- 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.

Closing date

Friday 14th February 2025