



# Caring in Bristol

## Information Pack

## Trustee Vacancies



In this information pack, you will find more information about becoming a Trustee with Caring in Bristol, including how to learn more or make an initial expression of interest

Caring in Bristol is a Registered Charity (No.1151645) and Company Limited by Guarantee (No. 08419424)

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## Welcome from the Chair

We are a Bristol charity which designs, develops and delivers services tailored to the communities in our city who are at risk of homelessness.

I have served as Trustee and Treasurer of Caring in Bristol for three years and have now stepped up to take on the role of Chair of Trustees. My experience has been stimulating and very rewarding. The charity has grown significantly in terms of staff numbers, income and expertise. We have a talented and fully involved Board of Trustees who bring a wide range of skills and depth of experience.

Our staff are committed and capable and work hard for those experiencing or at risk of homelessness in Bristol. We are financially in a sound position and are currently revisiting our strategy to ensure the organisation stays relevant and resilient.

We are delighted to have welcomed a dynamic, experienced new CEO, Mijanou Blech, in July. She will be responsible for leading, developing and implementing what we do – a pivotal figure in shaping the future of Caring in Bristol and its approach to homelessness.

I am excited and ambitious about our future and to help us make big strides forward, we now seek passionate, committed individuals to fill three key voluntary roles on our Board.

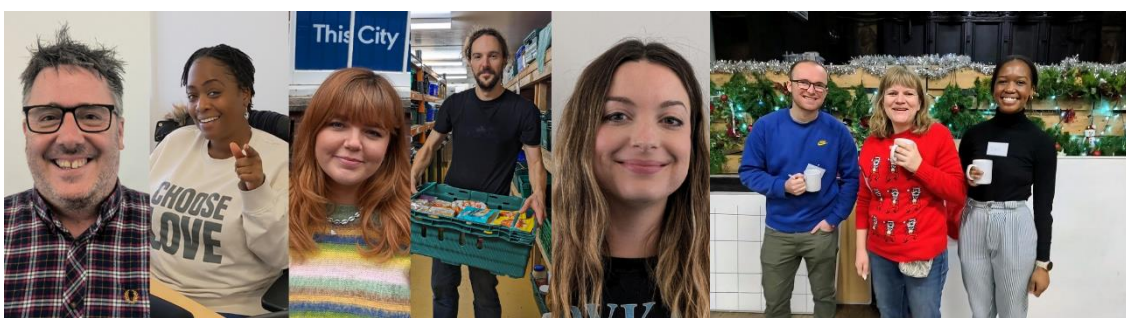
We would like to speak to people who hold our values and it would also be helpful if people have experience in the following areas:

- Accountancy (Treasurer)
- Homelessness
- Safeguarding
- 

If you are looking for a way to make a difference in our wonderful city, and are interested in becoming a Trustee, we would love to hear from you.

Felicity Clark

**Chair of Trustees**



## A message from the Senior Leadership Team

Caring in Bristol is at a pivotal moment in its history. More people than ever are accessing our services. We have a strong, committed, and capable team who care deeply about our aim to end homelessness in Bristol. Volunteers and supporters are central to our work, as are our partners within the city – other service providers, local businesses and community groups.

We are currently developing a new robust, forward-looking strategy to develop and grow our services, tailor our income generation accordingly and bring others along on our journey.

We believe the culture of our organisation is special – agile, person-centered, and bold. We're looking for trustees who are passionate about our work, who embody these qualities, who can support and challenge our team, who can advocate for our work through their networks and connections.

As a vibrant and dynamic charity, we take great pride in our work and are excited to welcome new trustees who bring energy, vision, and commitment to help us achieve our shared goals. For a deeper understanding of our charity, please watch this short video featuring our incredible staff [here](#) and explore our media work on our website [here](#).

## Claire, Emma, Helen, Jenny, Mijanou and Robin - Senior Leadership Team

*"[My Worker] really pulled me out of a sticky situation. It was really, really helpful."*

*Anna\* (19) said: "When I was going through an eviction, [My Worker] helped me so much. She supported me to attend court and spoke to lawyers on my behalf. I wouldn't have been able to do that on my own. Any appointments I have, she prompts me to make sure I'm there and you're there for the aftermath!"*

*Project Z client*



## About

Caring in Bristol is a local charity with a vision of a city empowered to solve homelessness. We provide year-round support to adults and young people who are currently experiencing, or at risk of, homelessness. Powered by an ever-expanding group of community partners, commercial supporters and over 500 volunteers annually, we have the resources to make a positive impact for those people experiencing homelessness across the city.

Bristol is being impacted by an acute housing crisis. Property prices and rents are some of the highest in the country, social housing is in short supply, and thousands are placed in temporary accommodation across the city with young people one of the most adversely affected groups. The cost-of-living crisis is pushing people who were already struggling to maintain a tenancy to the brink of homelessness. Housing support services in the city are stretched beyond capacity and can be inaccessible to a lot of people who need them.

Since the pandemic changed the landscape in the sector, Caring in Bristol has trialed and developed new early-intervention approaches working with those at highest risk of homelessness. These are now incorporated into the core of our work, alongside our annual Christmas project and our innovative youth services. We plan to adapt, consolidate and expand this work across Bristol to build a movement for change that will directly support people experiencing homelessness or who are vulnerably housed.

We are highly ambitious and have significantly expanded our reach over the last three years to fund the work we're passionate about in our city. We firmly believe we can have a substantial impact on homelessness in Bristol and create models that can influence the sector at a national level.



## Our Values

These are important to us, they are not just a series of words, they are what we believe, how we behave and the way we work.

**PEOPLE FIRST** - We value human relationships, the strengths people have, and are committed to supporting positive change and development in everyone. We will take positive risks with people. The wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity. We value communication and mutual support amongst all our staff and volunteers.

**COLLABORATION** - We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of the impact of our work. We actively build partnerships which will improve the support services we can offer.

**FOCUS ON THE END GOAL** - We work with our beneficiaries to achieve their ambitions and to identify and meet needs that would otherwise go unaddressed.





## Our Services

### Youth Services

- We have expanded our successful one-to-one relationship-based support for young people experiencing multiple barriers to reach their full potential. This includes support to secure or maintain housing, advocacy, and signposting into other specialist services, and empowering our clients to gain skills and confidence to navigate complex statutory systems independently.
- Caring in Bristol 's innovative new short-term accommodation provides young people facing homelessness with somewhere free and safe to sleep 365 days a year; we opened in summer 2024. A community-led breathing space for young people to stay for up to three months, with wrap-around support from our existing youth services to secure move-on options and build confidence.
- We enrich these two core youth services with a growing list of youth-led participation including: peer support groups, food club, group activities including arts & crafts, music, social excursions and a Youth Board.

### Community-Led Services

- Two successful food clubs in South Bristol, addressing food poverty and social isolation alongside housing insecurity, while building trusting relationships to open up new conversations about further support needs and referrals.
- Our early-intervention caseworkers work to prevent homelessness with one-to-one housing advice and targeted support sessions to sustain or secure tenancies and build knowledge and independence.
- Our original project, Caring at Christmas, provides food, entertainment and support over the festive period – Christmas 2023 saw 543 individuals using the service at the Trinity Centre, with meals and gift hampers delivered to dozens of other vulnerable people across the city, all supported by over 400 volunteers and our partners from the city's hospitality industry.
- We create the definitive written resource on homelessness services in the city – the "Caring in Bristol Handbook" – distributing thousands of copies each year to help people gain access to support in a crisis.

### Building a community-led movement for change in Bristol

- All our services work in collaboration with other sector organisations to open up access to support for our clients on issues such as debt management, energy saving, and other needs identified by our beneficiaries.
- We work to raise awareness and spread knowledge about housing insecurity in Bristol, including breaking down perceptions of homelessness.
- Increasingly, we work with research partners to build data on the outcomes and impact of our work, as well as the wider picture in the city and identify possible interventions to address gaps in the city's existing provisions.
- Our programme of co-production in East and South Bristol enables us to hear from communities about the barriers they are experiencing and work together to identify suitable interventions.





*"I used to get so many letters, I didn't know what they were for, but when I came to you I could understand everything".*

Early Doors client





## Becoming a Trustee at Caring in Bristol

### Your Responsibilities

Trustees play a key role in guiding and overseeing our work as a charity. Your responsibilities are varied and vital to making sure our charity runs smoothly, ethically, and stays true to its mission. Here's an overview of what you will be required to do:

#### 1. Legal and Financial Duties

- Staying Compliant: Ensure we follow our rules, charity laws, and any other relevant regulations.
- Managing Finances: Keep an eye on our finances, including approving budgets and monitoring spending. Trustees help make sure the charity's money is used wisely and in the best interests of its mission.

#### 2. Strategic Guidance

- Setting the Direction: Help define the charity's mission, vision, and long-term goals. This includes developing and approving plans and policies.
- Making Decisions: Make important decisions that shape our future, ensuring everything aligns with our values and mission.

#### 3. Governance and Accountability

- Supporting Leadership: Set up and maintain a governance structure that helps us achieve our mission. This includes hiring key leaders like the CEO and supporting their work.
- Being Transparent: Make sure the charity is open and honest with beneficiaries, donors, and the public. This means clear reporting on the charity's activities, successes, and financial health.

#### 4. Risk Management

- Identifying Risks: Recognise potential risks to the charity and make sure there are plans in place to manage them.
- Protecting Assets: Safeguard our resources, reputation, and everyone involved, including staff, volunteers, and the people it serves.

#### 5. Advocacy and Engagement

- Promoting the Charity: Act as ambassadors, spreading the word about the charity's work and values. Trustees can use their networks to help raise awareness and support.
- Connecting with Stakeholders: Engage with key groups, including beneficiaries, funders, volunteers, and the community, to gather feedback and insights.

## 6. Support and Growth

- Backing the Team: Offer support and guidance to the charity's leaders and staff, making sure they have what they need to succeed.
- Encouraging Improvement: Promote a culture of continuous learning and adaptation, encouraging innovation and responsiveness to changing needs.

## 7. Ethical and Responsible Leadership

- Upholding Integrity: Maintain high ethical standards, acting with honesty and ensuring the charity operates transparently.
- Handling Conflicts of Interest: Properly manage any conflicts of interest, always putting the charity's best interests first.

Trustees are also expected to stay informed about the charity's activities and the wider sector, dedicating the time and effort needed to carry out their duties well. They work closely with other board members and staff to support the charity's mission and goals, ensuring a positive impact on the community they serve.

For more information on becoming a trustee please visit the NCVO website [here](#)

## How to Apply

We want to hear from you if you are passionate about supporting our mission to solve homelessness. As well individuals to fulfil the trustee responsibilities outlined above, we are also looking for trustees with an interest in the following areas.

1. [Treasurer](#) – current vacancy
2. [Housing/Homelessness Specialist](#) – current vacancy
3. [Safeguarding Trustee](#) – vacancy from November

### Time commitment:

18 hours per year + Quarterly Board meetings

### Reporting to:

Chair of the Board of Trustees

### Term of Office:

The roles shall be performed by a serving trustee and appointed by the trustees for three years.

### Recruitment Process:

If you are interested in applying for any of the roles below, please [contact](#) our CEO Mijanou to arrange an informal chat first. We will then arrange a chat with Chair.



We want to represent the communities we work with, please get in touch for a chat if you have lived experience or a protected characteristic, even if you are not sure if your experience fits with a trustee role.

**Timeline:**

- Application deadline 16<sup>th</sup> of September 2024 @ 5pm
- Interviews with Trustees 30<sup>th</sup> September Time TBA
- Meet Team session 30<sup>th</sup> September
- Attend 17<sup>th</sup> October trustee meeting as observer

To apply please send us your CV and either a video or audio message or a covering letter addressing the following questions:

What skills and experience will you bring to your role?

What attracted you to becoming a trustee for CiB?

How will your trustee role fit in with your other commitments?

If you require this information in any other format please contact us on the email below

Please return your completed application to [recruitment@caringinbristol.org.uk](mailto:recruitment@caringinbristol.org.uk)

**By 5pm on 16<sup>th</sup> September 2024**





## Specific Board Roles – Descriptions

### Treasurer

Caring in Bristol are seeking a new Trustee to replace our current Treasurer now that she has taken over as Chair.

This is a voluntary position reporting to the Chair and working alongside our multi-skilled Board of Trustees. The role is strategic/advisory, and the focus of the Treasurer is not to manage the Charity's finances on a day-to-day basis. The is also required to attending Finance meeting 5 times a year.

The overall role is to:

- Advise the Board of Trustees on the Charity's financial health, liaising where appropriate with the CEO and the Head of Finance and Administration.
- Chair the Finance and Income Generation subcommittee, in line with our terms of reference.
- Provide Board level liaison with external auditors.
- Support and advise the CEO and Head of Finance and Administration, on the requirements underpinning proper financial governance and procedures. Regular liaison with CEO and HFA is expected.

The ideal candidates will possess:

- A strong financial background and ability to interpret accounts.
- Demonstrate good independent judgement with a willingness to ask questions when necessary.
- Ability to work as part of our Board of Trustees, showing commitment to the role, the principles of EDI and the charity's goals and mission.

*"I saw [Caring at Christmas] on the TV and I was really proud that I'm part of something amazing. I tell everyone I know how important it is. You know, that we take care of each other when things get hard. It's wrong to ignore people's needs, isn't it? Look at how everyone is making it such a lovely place to be. It's how it could be all the time if everyone really cared for each other".*

Caring at Christmas guest

## Housing / Homelessness Specialist

We are looking for a trustee with expertise in housing and/or homelessness to enrich the expertise of our board and advise on the development of our services. This trustee will bring their skills and knowledge to ensure Caring in Bristol is learning from the wider sector and political context to maximise the impact of our work.

This is a voluntary position reporting to the Chair and working alongside our multi-skilled Board of Trustees. Being a trustee for Caring in Bristol is strategic and advisory – it is not the role of this trustee to oversee the Charity’s services on a day to day basis.

The overall role is to:

- Advise the Board of Trustees on the wider context in which the charity operates
- Based on your understanding of the sector, ensure the voice and experience of our service users is heard at board level
- Support the CEO and Head of Operations & Impact, taking on a quality assurance role, advising on best practice and contributing ideas based on your knowledge and experience.
- Occasionally provide Board level liaison with funders or external partners where appropriate, showcasing the expertise within the organisation

The ideal candidates will possess:

- Professional and/or academic experience with a focus on housing issues
- A passion for delivering homelessness services that make a meaningful impact, using evidence and data to inform decisions
- Demonstrate good independent judgement with a willingness to ask questions when necessary.
- Ability to work as part of our Board of Trustees, showing commitment to the role, the principles of EDI and the charity’s goals and mission.

*“If only they [the Council] knew the struggles I’m going through at the moment..  
So, charity help such as yourselves are a godsend right now... again, thanks for  
the kind and friendly words and the weekly food”.*

*Bristol Goods member*

## Safeguarding Trustee

The purpose of this role is to support Caring in Bristol to create a safe and welcoming environment, where everyone is respected and valued. It's about making sure the organisation is run in a way that actively prevents harm, harassment, bullying, abuse and neglect; and to ensure that the charity is ready to respond safely and well if there is a problem.

This is a voluntary position reporting to the Chair and working alongside our multi-skilled Board of Trustees. Being a trustee for Caring in Bristol is strategic and advisory – it is not the role of this trustee to act as the primary Safeguarding Lead for the organisation.

The overall role is to:

- Champion safeguarding at board level
- Chair the quarterly Safeguarding Panel meeting, in line with our Safeguarding policy
- Provide scrutiny and quality assurance that the charity is operating within safeguarding law, regulations and internal policy
- Support the senior management team including the Safeguarding Lead, advising on best practice and contributing ideas based on your knowledge and experience.
- Occasionally provide Board level liaison with funders or external partners where appropriate, showcasing the expertise within the organisation

The ideal candidates will possess:

- Professional experience in a charity, voluntary sector or social care setting
- Demonstrate good independent judgement with a willingness to ask questions when necessary.
- Ability to work as part of our Board of Trustees, showing commitment to the role, the principles of EDI and the charity's goals and mission.





*“The support I had from [My worker] and the team was like no other. They reminded me that I wasn’t alone in what felt like a deep hole I couldn’t get out of. I could speak about all my problems without any judgement...I was able to build confidence and belief in myself that there is a light at the end of all my worries”.*

*Young client of Early Doors service*





Caring in Bristol

Caring in Bristol staffing structure

