



**HEAR US**  
Croydon's Mental Health Service Users Group  
[www.hear-us.org](http://www.hear-us.org)  
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020 8681 6888

# Hear Us

## QUALITY MANUAL



### SECTION C: Running the Organisation

#### C.1.5 Organisation Chart description

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**Hear Us**  
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Registered in England No. 6891337  
Charity No.1135535



## Hear Us

To promote, educate, communicate and empower,  
for the benefit and interest of people affected by  
mental health issues

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### Trustees/Directors

Hear Us is a registered charity in England and Wales under charity number 1135535.

#### Hear Us Board of Trustees & Directors

Interim Chair: Abeline Greene.

Company Secretary: Abeline Greene.

Vice Chair: Cassandra Austin.

Treasurer: Jackie Ashton.

Trustees without portfolio are:

Jonathan Weller

Josh Baker-Mendoza

Niall McVeigh and

Ruth Govan.

The Board of Trustees have overall strategic responsibility for Hear Us as a registered charity. The Chair of Hear Us acts in a line management capacity to the Chief Executive Officer, Tim Oldham.

### Company Directors

Hear Us is a registered company in England and Wales under company number 06891337.

The Company Directors are:

Abeline Greene.

Cassandra Austin.

Jacqueline Ashton

Jonathan Weller

Josh Baker-Mendoza

Niall McVeigh

Ruth Govan.

The Chief Executive Officer, Tim Oldham, provides support to the Board of Trustees to enable them to effectively perform their roles as trustees. The Development and Fundraising Manager acts as minute taker for trustee board meetings.



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### Staff Structure

a) **Chief Executive Officer: Tim Oldham**

Line Manages:

**Deputy CEO: Claire Hawkes**

**Development and Fundraising Manager: Eleanor Yates**

**Marketing projects:**

Website/Social Media Manager

Mental Health & Wellbeing Guide

Annual Report

Service Flyers and Posters

**Open Forum Chair: Claire Hawkes** who line manages:

Open Forum Project Coordinator To be appointed

Open Forum Volunteers: 8 Volunteers (not named)

b) **Deputy CEO: Claire Hawkes**

The Deputy Chief Executive Officer, Claire Hawkes, provides day to day line management of Hear Us projects;

**Welfare Surgeries Project Manager, David Ashton**, who line manages:

Welfare Surgeries Advisor: Cheryalin Wilfred

Welfare Surgeries Project Worker: To be appointed

**Linkworking Project Manager, Barbra Davison**, who line manages:

Linkworking Project Worker: To be appointed

Linkworkers and 11 Linkwork Champions (not named)

**Reachout Project Lead, Barbra Davison**, who line manages:

Reachout Volunteers: 15 Volunteers (not named)

### 1. Staff by Project

a) **Welfare Surgeries Project**

The Welfare Surgeries Project Manager is David Ashton who is the senior casework advisor dealing with more complex cases and tribunals.

The Welfare Surgeries Advisor is Cheryalin Wilfred who provides expert advice on completing benefit forms, mobility issues, discretionary grants and housing related issues.



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The foodbank and general administrator for the Welfare Surgeries Project is currently being provided by Claire Hawkes who issues feedback vouchers to those in need and provides general administrative support to the project.

The Welfare Surgeries Advisor, Cheryalin Wilfred, reports to the Welfare Surgeries Project Manager, David Ashton, for line management and project support.

The foodbank and general administrator for the Welfare Surgeries Project, Claire Hawkes, reports to the Welfare Surgeries Project Manager. We will shortly be recruiting a Project Worker to support the project.

The Chief Executive Officer, Tim Oldham, provides strategic management and undertakes monitoring and evaluation of the project for funders and other interested parties.

### **AQS Steering Group**

AQS (Advice Quality Standard) is an accreditation standard for advice organisations in the UK.

The Chair of the the AQS Steering Group is Eleanor Yates who is the AQS/Quality Lead for Hear Us and acts as AQS Project Manager.

The other members of the AQS Steering Group are:

Tim Oldham  
David Ashton  
Claire Hawkes

### **Linkwork Project**

The Linkwork Project is managed by Barbra Davison who is the Linkworking Project Manager. She manages the Linkwork Project and all staff, Linkworkers and Linkwork Champions. She reports to the Deputy Chief Executive Officer and, in their absence, the Chief Executive Officer.

The Linkwork Administrator, Claire Hawkes, supports the Linkwork Project and she is also a lead Linkwork Champion. She reports to the Linkwork Project Manager, Barbra Davison, for line management and project support. We will be shortly recruiting a Project Worker to support this project.



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There are approximately 25 volunteers who act as Linkworkers and Linkwork Champions who are compensated via the South London and Maudsley NHS Trust Involvement Register.

### Open Forum

The Open Forum Chair is Claire Hawkes and she is supervised by Tim Oldham. There is a team of approximately 15 volunteers who are managed by the Open Forum Chair. In the future, we will be appointing an Open Forum Project Coordinator who will relieve the Open Forum Chair of much of the administration and publicity and take over management of the volunteers.

### Reachout

The Lead for the Reachout project is Barbra Davison who is supervised by the Deputy Chief Executive Officer or, in their absence, the Chief Executive Officer, Tim Oldham.

There is a team of approximately 15 volunteers who are managed by the Reachout Lead, Barbra Davison.

The Reachout Project is supported by Claire Hawkes who is responsible for administration and other support required by the Reachout Project and/or the Reachout Project Lead and volunteers.

### Support Services

#### Website and Social Media

The Website and Social Media Lead is Tim Oldham. The Website Manager is Al Carparelli who is managed by the Website and Social Media Lead, Tim Oldham.

#### Mental Health and Wellbeing Guide

The Mental Health and Wellbeing Guide Project is led by Mark Emin who is responsible for researching and compiling the Guide. He is managed by the Chief Executive Officer, Tim Oldham.

There are three contributors to the Guide who are:

David Ashton  
Barbra Davison  
Claire Hawkes



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### **Development and Fundraising Manager**

The Development and Fundraising Manager is Eleanor Yates who is managed by the Chief Executive Officer, Tim Oldham.

## 2. Staff by Line Management

The Chief Executive Officer is Tim Oldham who is line managed by the Interim Chair of Trustee, Abeline Greene.

The Chief Executive Officer, Tim Oldham, has line management responsibility for the Development and Fundraising Manager, Eleanor Yates, Deputy Chief Executive Officer, Claire Hawkes, Administrator, Claire Hawkes, MH and Wellbeing Guide, Mark Emin and Website and Social Media Manager, Al Carparelli.

The Deputy Chief Executive Officer, Claire Hawkes, has line management responsibility for the Welfare Surgeries Project Manager, David Ashton, the Linkwork Project Manager, Barbra Davison, the Open Forum Project Coordinator, to be appointed, and the Reachout Project Manager, Barbra Davison.

The Interim Chair, Abeline Greene, has line management responsibility for the Chief Executive Officer, Tim Oldham.