



**HEAR US CROYDON**

Croydon's Mental Health Service Users Group

[www.hear-us.org](http://www.hear-us.org)

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# Hear Us

## QUALITY MANUAL



## SECTION C: Running the Organisation

### C.1.5 Organisation Chart Description

Agreed Date:	06/01/2022
Last Date of Review:	14/04/2023
Next Review Date:	07/10/2023
Version #:	RV1



#### 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

Chair: Abeline Greene.

Company Secretary (Interim): Niall McVeigh.

Vice Chair: Cassandra Austin.

Treasurer: Jackie Ashton.

Trustees without portfolios are:

Josh Baker-Mendoza  
and Millie Reid.

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

Josh Baker-Mendoza

Millie Reid

Niall McVeigh

The Chief Executive Officer, Tim Oldham, provides support to the Board of Trustees to enable them to perform their roles as trustees effectively. 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 foodbank 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 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. The Open Forum Project Coordinator is Amy Kirk who is managed by the Deputy CEO, Claire Hawkes. Amy will manage much of the administration and publicity and the 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

**Daily office management** Al Carparelli

#### Website and Social Media

The [www.hear-us.org](http://www.hear-us.org) is managed is Tim Oldham

The [www.guide-hear-us.org](http://www.guide-hear-us.org) is managed is Tim Oldham and Al Carparelli deals with updates.

#### Mental Health and Wellbeing Guide

The Mental Health and Wellbeing Guide Project is managed by the Chief Executive Officer, Tim Oldham.

There are three contributors to the Guide who are: David Ashton, Barbra Davison and Claire Hawkes

#### Development and Fundraising Manager

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*Working Together for Change and Better Understanding in Mental Health*



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The Development and Fundraising Manager is Eleanor Yates who is managed by the Chief Executive Officer, Tim Oldham. The Fundraising Coordinator is in the process of being appointed. They will report to the Development and Fundraising Manager.

### 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 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, Amy Kirk, and the Reachout Project Manager, Barbra Davison.

The Development and Fundraising Manager will manage the Fundraising Coordinator who is in the process of being appointed.

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



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Reviewed Version #	Author	Date	Version Notes
HU-V8	Eleanor Yates	29/09/2022	Published
HU-RV1	Tim Oldham	07/10/2022	Reviewed