



HEAR US CROYDON

Croydon's Mental Health Service Users Group

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Hear Us

QUALITY MANUAL



SECTION C: Running the Organisation

C.1.2 Link Trustees Role Description

Linkworking Project

Agreed Date:	13/07/2023
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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

Link Trustee Role Description: [Linkworking Project](#)

The Hear Us trustees play a vital role in making sure that the Linkworking Projects achieves its core purpose, ensuring that the organisation complies with its governing document, organisation law, and any other relevant legislation or regulations.

Aims of the Linkworking Project:

Listen:	“We are there to listen and not to judge. Having had our own mental health problems, we know how helpful it is to have someone to talk to someone confidently and have their own lived experiences of services. As Linkworkers, we offer a safe space to talk about any issues without fearing repercussions so that service users can get help to feel better.”
Support:	“If any issues are raised, or someone shares something that is worrying them, we are there to support them and try to help get the issues resolved. To do this, we can either support them to raise the issue themselves or raise the issues on their behalf, anonymously or directly, depending on what is preferred.”
Signpost:	“Sometimes what’s on someone’s mind might be something that we can’t help with directly, but we can usually point them in the direction to get help. For example, someone might be worried about benefits or need support to find work. In these cases, we can usually let them know about other organisations that are available to help.”

Linkworkers Contact with Service Users	Q1	Q2	Q3	Q4	Annual Total
Number of Services Users to be seen by Linkworkers	500	500	500	500	2000



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The Wards and Community Services that the Linkworking Project visits.

Community Mental Health Services

Queens Resource Centre: Monday from 10 am to 11.30 am
 Jeanette Wallace House: Thursday from 10 am to 11.30 am

Wards at the Bethlem Royal Hospital

Gresham Ward 1: Wednesday from 10 am to 11.30 am
 Gresham PICU: Wednesday from 10 am to 11.30 am
 Fitzmary Ward 1: Wednesday from 1:30 pm to 3 pm
 Gresham Ward 2: Thursday from 10 am to 11:30 am
 Tyson West 1: Thursday from 1:30 pm to 3 pm

Number of visits to Community services & SLaM Wards	Q1	Q2	Q3	Q4	Annual Total
	91	91	89	89	360

These numbers have been affected by the COVID pandemic. We are currently returning to face-to-face contact but on fewer wards.

The Link Trustee will also ensure that the Linkworking Project has a clear strategy and that our work and goals align with our vision. Just as importantly, they support and challenge the Senior Management Team to enable Hear Us to grow and thrive and, through this, achieve our mission.

The Board member who is linked to the Linkworking Project is responsible for informing the board of any successes or any concerns or issues regarding the Linkworking project that they feel need discussion at the board level.

The Link Trustee will work with the SMT, including the CEO and Deputy CEO, and the Project Manager (*and staff when this is felt required, particularly around staff wellbeing and workload*).



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As the Link Trustee becomes more involved in the Linkworking Project, their knowledge and understanding of its impact on our community will grow in turn; this will make Hear Us trustee board and The Charity stronger.

The purpose of the Link Trustee is to work alongside the [Linkworking Project](#) Manager to evaluate and oversee – with support from the CEO or Deputy CEO and Linkworking Manager – the project purpose, vision, goals and activities (*aims and targets listed above*).

The Link Trustee will require support from the CEO to access accounts, including budget spending and funding, to oversee the project's financial funding/budgets and spending.

They will have:

- Access and assistance with accounting Software, QuickBooks,
- Access and assistance with Online Banking, currently the Cooperative Bank,
- Access and assistance with Bank Statements.
- Access and assistance: With projects outcomes
- Access and assistance: Equal Ops Monitoring
- Access and assistance: Evaluation: Of Service by Service Users
- Access to Team Meetings with staff to discuss the wellbeing of staff & workload; this can be one-to-one if staff requests it.
- Access and assistance: Safeguarding Alerts
- Access and assistance: Complaints made against the project or staff
- Ensure there is effective and efficient administration.
- Keep abreast of changes in the operating environment.
- Attend Board meetings with Manger and help contribute to presentations
- Help ensure that key risks are being identified, monitored and controlled effectively.



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- Contribute to regular reviews of governance.

Equal Ops Monitoring has been severely reduced due to COVID. We are working to reestablish the collection and monitoring of equity and inclusion information.

Evaluation of the Linkworking Project has been reduced due to COVID. We are working to reestablish the collection of information to evaluate the service being provided.

The majority of the above is reported quarterly and annually with the project funder, the South West London Integrated Care Board, and reports are sent to the South London and Maudsley NHS Trust, which should make this easy to access the data.

The Link Trustee can choose what access they want to see, but staff need to be given a reasonable time to respond to requests.