



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

Reachout Challenge

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Hear Us

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Registered in England No. 6891337

Charity No.1135535



Link Trustee Role Description: Reachout Challenge

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

The Reachout Challenge is an anti-stigma campaign raising awareness of mental health issues amongst public sector employees and the wider public. We do this through information sharing and talking about our lived experience of mental health so that the wider community has a better understanding of the realities of living with mental health conditions.

Aims of the Reachout Challenge:

Decrease Stigma

To fight stigma, prejudice and discrimination about mental illness. More than half of people with mental illness do not receive help for their Mental Health. Social stigma and discrimination can make mental health problems worse and stop a person from getting the help they need.

Raise Awareness

To raise awareness about Mental Health through education and the sharing of lived experiences. Raise awareness about the negative use of language and its effect on mental health. Judging, labelling or discriminating can have devastating effect on people with mental ill health.

Treating people with respect and dignity supports people with their recovery, positively affecting their own self-worth, self-esteem and confidence.

To Encourage

To encourage the staff in the organisations we work with to have a more 'open' policy towards Mental Health that enables them to be able to talk about their own mental wellbeing without shame, embarrassment or stigma. People avoid seeking treatment due to concerns about being stigmatised, fear of losing their jobs and fear of being shunned by friends, colleagues and family.



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Delivery of the Reachout Challenge Project.

Events with organisations	<p>Currently we deliver Mental Health awareness training with Hendon Police College each quarter, where we do presentations and volunteers talk about their own lived mental illness experience.</p> <p>Issue 1: <i>What other organisations can we deliver the Reachout Challenge to, and who are our main targets?</i></p> <p>Issue 2: Who will manage the Reachout Challenge? Depending on the type of events, the lead may change.</p>
Stalls at Public Events	<p>Such as Croydon Pride and Croydon Mela</p> <p>Issue 1: Have a clear message for public awareness of the aims of Hear Us.</p> <p>Issue 2: What appropriate activities will happen?</p> <p>Issue 3: What equipment will we be using, and do we need anything new? Possibly: <i>Feather Flags, Awnings, Gazebos etc... that carry the Hear Us brand and message</i></p> <p>Issue 4: Are all staff that are taking part are aware of the day's events, the message we are promoting, any monetary value to the public etc.....</p>
To Encourage participation with Hear Us	<p>Encourage the public and staff within the organisations that we work with to become members or friends of Hear Us (Membership fees). Gather contact details and interests in our activities so we can contact them after the event.</p>
Training Staff to lead the project	<p>Possible Training to Enhance the Reachout Challenge: Mental Health First Aid training</p>
Staff Training	<p>Paid Staff and Volunteers all need to be DBS'ed and complete our mandatory Training, Safeguarding and Prevent – other training, such as GDPR and Equality and Diversity, to come online soon.</p> <p>Other training available to new staff and volunteers?</p>

The Link Trustee will ensure that the Reachout Challenge 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.



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

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

As the Link Trustee becomes more involved in the Reachout Challenge, 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 Reachout Challenge Manager to evaluate and oversee – with support from the CEO or Deputy CEO and Reachout Challenge 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 financial funding/budgets and spend.

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 people coming into contact with the project,
- Access to Team Meetings with staff to discuss the well-being of staff & workload; this can be one-to-one if staff requests,
- Access and assistance: Safeguarding Alerts,



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- 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,
- Contribute to regular reviews of governance.

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