



HEAR US CROYDON

Croydon's Mental Health Service Users Group
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Hear Us

QUALITY MANUAL



SECTION C: Running the Organisation

C.1.5 Organisation Chart description

AGREED DATE:	06/01/2022
REVIEWED DATE:	14/12/2023
NEXT REVIEW DATE:	14/12/2024
VERSION #:	V13



Hear Us
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Email: AQS@hear-us.org
Website: www.hear-us.org
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

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.

Vice Chair: Cassandra Austin.

Treasurer: Jackie Ashton.

Josh Baker-Mendoza

Niall McVeigh and

Millie Read.

Honorary Secretary: Eleanor Yates.

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

Niall McVeigh

Millie Reid

The Chief Executive Officer, Tim Oldham, supports the Board of Trustees to enable them to perform their roles as trustees effectively. The Development and Fundraising Manager is our Honorary Secretary taking minutes 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 Amy Kirksmith
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 Rights Advice Project (WRAP)

WRAP Manager: David Ashton, who line manages:
WRAP Senior Advisor: Cheryalin Wilfred
WRAP Advisor: Barbra Davison

Linkworking Project (Peer Support Project)

Peer Support Coordinator: Betty Nassiwa, who line manages: Senior
Project Worker: Abbey O'Neil
Linkworkers and 11 Linkwork Champions (not named)

Campaigns Project

Campaigns Coordinator, May Elroubi

Reachout Challenge

Reachout Project Lead, May Elroubi, who line manages:
Reachout Volunteers: 10 Volunteers (not named)

Staff by Project

Working Together for Change and Better Understanding in Mental Health



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Welfare Rights Advice Project (WRAP)

The WRAP Manager is David Ashton, the senior casework advisor dealing with more complex cases and tribunals. David is line managed by Claire Hawkes

The WARP Senior Advisor is Cheryalin Wilfred, who provides expert advice on completing benefit forms, mobility issues, discretionary grants, housing-related issues & Food Bank referrals.

The WARP Advisor is Barbra Davison, who provides expert advice on completing benefit forms, mobility issues, discretionary grants, housing-related issues & Food Bank referrals.

WRAP Advisors Cheryalin Wilfred and Barbra Davison report to the WRAP Project Manager, David Ashton, for line management and project support.

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 (Peer Support Project)

The Linkwork Project is managed by Betty Nassiwa who is the Peer Support Coordinator. 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.



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Senior Peer Support Project Worker Abby O'Neill's role is to support this project and support Linkworkers on-site at the Bethlem Royal Hospital and community mental health centres, Jeannette Wallace House and Queens Recourse Centres, providing our Linkworkers with advice and support.

There are approximately 15 volunteers who act as Linkworkers and Linkwork Champions who are compensated via the South London and Maudsley NHS Trust Involvement Register.

Campaigns Project

The Coordinator is May Elroubi and Claire Hawkes supervises her.

Open Forum

The Open Forum Chair is Claire Hawkes and Tim Oldham supervises her.

Open Forum Project Coordinator Amy Kirksmith coordinates the administration and publicity and management of the volunteers.

There is a team of approximately 5 volunteers who the Open Forum Coordinator manages.

Reachout Challenge

The Lead for the Reachout project is May Elroubi 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 and www.guide-hear-us.org is managed by Tim Oldham.

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Mental Health and Wellbeing Guide

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

Three contributors to the Guide are David Ashton, Barbra Davison and Claire Hawkes.

Development and Fundraising Manager

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

a) 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 Eleanor Yates, the Development and Fundraising Manager; Claire Hawkes, the Deputy Chief Executive Officer; and Al Batchelor, the office manager.

The Deputy Chief Executive Officer, Claire Hawkes, has line management responsibility for the Welfare Rights Advice Project Manager, David Ashton; the Linkwork Project Coordinator, Betty Nassiwa; the Campaigns Coordinator, May Elroubi; the Open Forum Project Coordinator, Amy Kirksmith; and the Reachout Project Lead, May Elroubi.

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
HU-V13	Tim Oldham	14/02/2024	Reviewed
HU-V14	Tim Oldham	03/05/2024	Reviewed + Small Changes
		Click or tap to enter a date.	