

Connect Counselling Service (Connect) - Role Description for the part-time, unremunerated role of Chair of Trustees



Founded as a charity in 1994, Connect is a counselling service in Camberley primarily offering general counselling for adults over 18.

Our ethos and background as an organisation is rooted in the Christian faith, but we are proud to serve ALL members of the community, irrespective of their faith and beliefs. We offer professional counselling to anyone irrespective of gender, sexual orientation, religion or ethnic origin.

We see an enormous variety of people covering a wide range of concerns – those who may have suffered abuse or

other trauma, who have a breakdown of a close relationship, while others may struggle with bereavement, addiction, depression, anxiety, stress and panic attacks, with no confidence or self-esteem.

Our volunteer counsellors work in a variety of recognised models and approaches, but will always be client led. They undertake regular professional supervision.

Connect offers affordable and accessible counselling. We operate an income-based fee structure, and no client is turned away due to lack of funds. All counselling is subsidised, meaning we are greatly dependant on donations from other members of the wider community, as well as grant making bodies

Job Title: Chair of trustees (part-time, unremunerated)

Role Purpose - To provide strategic leadership and direction to the Board of Trustees, ensuring it fulfils its responsibilities for governance of Connect; to partner with the CEO to ensure Connect is a sustainable and effective charity that meets its core aims.



Key responsibilities

- To plan the annual cycle of trustee meetings in conjunction with the CEO, and to chair the trustee meetings
- Lead the trustees and CEO in the setting and monitoring of strategy and policy for Connect
- Work with the trustees and CEO to ensure Connect has a clear vision, mission and strategic direction, and ensure that there is alignment to achieve these
- Ensure the trustees fulfil their duties with respect to the financial health of Connect, with systems in place to assess risk and ensure financial accountability
- Lead the trustees in a collaborative and inclusive way, holding space for diverse views, building consensus, and ensuring decisions and actions are implemented
- Work with trustees and CEO to respond promptly to any urgent matters that arise, understanding when to take occasional urgent decisions under devolved powers and reporting back to the trustees
- Review the charity's governance structure and trustee performance
- Analyse, review and improve the overall performance of Connect
- Line manage the CEO, with support from and on behalf of the trustees. This will include setting objectives and managing their performance
- Provide coaching, challenge and support to the CEO, to ensure they reach their potential for Connect as well as for themselves
- Support the CEO to ensure employees, contractors and volunteers are focussed to deliver the vision, mission and strategic direction.
- Establish effective and supportive working relationships with the CEO and wider staff and volunteer team, to ensure good

governance of Connect, e.g. communicating and meeting between formal trustee meetings, for briefings, discussions and to provide constructive questioning, support and guidance

- In partnership with the CEO, agree roles in representing Connect at external functions and meetings with key stakeholders
- Ensure the trustees have the right skills, knowledge and experience to govern and lead the charity effectively
- Oversee the recruitment and induction of new trustees and CEO, as may be required



Person Specification

<p>The jobholder should have the following knowledge, skills and experience</p>	<ul style="list-style-type: none"> • Track record of leading a team of people with a range of skills and experience • Experience of leading volunteers • Knowledge and experience of good governance through experience as a trustee/non-exec role • Effective at chairing meetings • Strategic planning • Financial acumen and management • A confident communicator, ideally including public speaking • Assimilate and analyse information quickly • Ability to challenge constructively and ask questions appropriately • Ability to establish credibility and respect • Skilled at bringing people together to generate a strong team spirit, able to work collaboratively to build consensus and encourage decision making • Able to promote robust, modern and effective governance • Understand the distinction between governance and management • Experience of working with an organisation involved with counselling or providing support for vulnerable people would be advantageous – an understanding of the need to work within the sector’s regulatory requirements • Fundraising experience would also be an advantage
<p>These personal qualities and behaviours should be demonstrated by the job holder</p>	<ul style="list-style-type: none"> • Must be in agreement with the aims and ethos of Connect as an organisation rooted in the Christian faith • A commitment and willingness to devote time and effort to further the objectives of Connect, including regular meetings with the CEO, trustees and to be the public face of Connect when required. • Good political acumen and judgement • A high standard of impartiality, transparency and objectivity • A commitment to diversity, equity and inclusion