

Chair of Trustees

Recruitment Pack

Charity Registration No. 1145373
Company Registration No. 7869359

www.newcastlecarers.org.uk

**Newcastle
Carers**
We're listening



Welcome

One day, many of us will become an unpaid carer. Few of us expect it, but a parent falls ill, a partner contracts an illness, or a child becomes disabled. Life changes, and suddenly, someone you love depends on you even more.

Across Newcastle, thousands of people provide unpaid care every day. Many remain unrecognised and unsupported, even by those around them. In fact, at least one person you have spoken to today is a carer—dealing with all of the challenges that brings—and you may not even be aware.

Newcastle Carers exists to change that.

Newcastle Carers has a unique opportunity to make a difference to thousands of carers across Newcastle and beyond.

We are an award-winning charity working at the heart of the city, supporting carers across Newcastle to be recognised, heard and thrive while navigating complex systems and responsibilities.

We do this by providing high-quality services and a strong voice for unpaid carers.

Whilst deeply embedded within Newcastle, we also work with partners and key stakeholders to influence and shape change regionally and nationally.

We are now seeking a dynamic, motivated and strategic Chair of Trustees to lead our Board, and help guide the organisation.

The Chair plays a vital role in providing:

- Strong governance and strategic leadership.
- Support and constructive challenge to the executive team.
- Stability, structure and oversight as the organisation grows.
- An influential voice for carers across the region.

You will work closely with a passionate, ambitious senior leadership team and a committed Board of Trustees, helping to ensure the organisation continues to deliver impact.

While this is a voluntary role, it offers a powerful opportunity to:

- Make a meaningful difference to people's lives.
- Influence thinking about unpaid caring across the region.
- Work alongside passionate and thoughtful leaders.
- Contribute your experience to a respected and ambitious organisation.
- Be part of shaping positive social change.

The person we are looking for...

We are seeking an inclusive, compassionate and people-focused leader who will champion the values and behaviours of Newcastle Carers.



As a Board we are committed to: Inclusive leadership | Engaging governance processes | Strong and thoughtful strategic direction

Together, we aim to ensure Newcastle Carers continues to punch above its weight in driving positive change for unpaid carers. The role typically requires approximately one to two days a month between interactions with other board members and SLT, as well as more formal board meetings.

If you're motivated by the chance to **contribute your skills, perspective and leadership to something that truly matters**, this could be the opportunity for you.

At Newcastle Carers, we believe that everyone with a caring role has the right to a fulfilling and healthy life.

We are an established and effective organisation which provides a range of innovative services and holistic support to those who are caring for someone due to illness, disability, mental ill-health, or problems linked to addiction. High-quality support, information, advice, and opportunities are provided to people of all ages, including specialist support for children and young adults. Our award-winning services have proven impact and are provided by a highly experienced and knowledgeable workforce, delivered to unpaid carers in a place, time and method that is most valuable to them. Morally, we believe in the voice and experience of unpaid carers and consider these individuals real agents of positive change, both in their lives and in the lives of the millions of unpaid carers across our country.

We recognise, respect and value difference. We're here to help and listen, ensuring caring situations are identified and acknowledged. To achieve our purpose and vision, the charity delivers a range of innovations to both individuals and groups, including information and advice, counselling, complementary therapy, cultural activities, workshops, training, volunteering and more. Additionally, we provide access to a range of cultural settings, offer small wellbeing funding, and encourage collaboration, working closely with partners to ensure an integrated level of support.



We work with over 4,000 unpaid carers across Newcastle, focusing on key challenges such as financial insecurity, poor mental health, loneliness and isolation, and health inequalities.

Over the last year...

98% of our carers sustained or improved their work or education situation.

99% of carers reported a positive wellbeing outcome.

9 in 10 carers reported a positive outcome in their finances.

Our Centre is based in the heart of one of the most deprived wards in Newcastle, Byker. We engage with local communities across the city through a bespoke model. We are seeking a contribution towards our wellbeing project, which has a significant impact on carers. With poor mental health being the number one issue that unpaid carers in Newcastle highlight, this project will provide a range of innovative interventions that can improve wellbeing and enable carers to sustain their caring role.

Our values

We are

Empowering

We enable carers to take control and make informed decisions.

We are

People focused

Whether it be carers, colleagues or partner organisations, we put people at the heart of everything we do.

We are

Empathetic

We deliver a non-judgemental service and work hard to see things from different perspectives.

We are

Inclusive

We work so that every carer we support gains the greatest benefit from our service, regardless of their background, identity, personal circumstances or the nature of their caring role.

We do this by...

Being

Professional

We provide a high-quality, confidential service that is well governed and managed.

Achieving

Mutual trust

We trust the people we work with, and they trust us in return.

Being

Innovative

We are committed to learning from our own practice and that of other organisations in order to meet carers' needs more effectively.

Being

Collaborative

We achieve more by sharing our knowledge and resources with carers, colleagues and partner organisations.

Being

Adaptable

Our work responds to the changing environment and to the diverse needs of those using our service.

Role description

The chair role is central to our ambition, and we are seeking a committed individual who can offer the equivalent of one to two days a month to carry out the following responsibilities:

Strategy and Governance:

- Ensure that we put carers' needs at the heart of governance and strategic decision-making
- Ensure that appropriate policies underpin the Charity and its business are developed and maintained, and that the organisation adheres to those policies in its governance, management, planning and decision-making.
- Oversee an annual review of the Board's performance against agreed targets.
- Oversee the organisation's finances and budgeting, supported by the Treasurer, the Board, and the Finance and HR sub-committee
- Ensure Board members are supported to be able to carry out their duties.
- Read, interrogate and, where appropriate, comment on or add to policy papers developed by staff or Board members.

Board Development/Meetings:

- Convene and chair meetings of the Board and general meetings as agreed and ensure that the business of those meetings is conducted efficiently and effectively.
- Consult with the CEO on the preparation of agendas and supporting papers to be presented to meetings of the Board.
- Accountability for the effectiveness of the Board.
- Oversight and development of the board, monitoring of the board's skills, and identifying training and development opportunities.
- Overall responsibility for Trustee and CEO appraisals.
- Ensure clear accountability and strong decision-making across the board.

Relationship Management:

- Support to the CEO and, in turn, senior staff, building an effective partnership with the executive, and supporting the CEO in his decision-making and strategic direction.
- Building effective relationships with all trustees, offering support and guidance where needed.
- Creating a positive presence with external stakeholders.
- The Chair is ultimately accountable, both legally and practically, for the board and the strategic development of the organisation.

This is an exciting opportunity for a dynamic individual with the skills and capacity to help develop Newcastle Carers into its next phase.

Outlined below are the skills knowledge and aptitude we are looking for in our Chair:

Head

- A commitment to the aims and objectives of Newcastle Carers.
- Knowledge and understanding of the third sector, and specifically, unpaid carers.
- Have been a trustee of a charity with an understanding of the legal duties, responsibilities and liabilities of trusteeship, together with an understanding of the financial aspects of running a charity.
- Understanding of risk management with a suitable level of risk appetite



Heart

- The time, energy and enthusiasm to fulfil all the duties outlined in the Chair's job description.
- Belief and application in the charity's values and behaviours.
- Compassionate leadership and ability to apply this in day-to-day interactions.



Voice

- A strong voice that will advocate for unpaid carers throughout their external and internal interactions.
- Strategic vision and the ability to think creatively and communicate that vision both internally and externally.



Hands

- Experience of strong leadership and people management skills, including chairing meetings effectively, with the ability to understand complex issues and to produce clear and concise summaries of information.
- Ability to work in partnership and build relationships: strong networking skills and an understanding of how to raise the profile of an organisation.
- Organised, coordinated, and efficient within the demands of the role.



How we got here

2012

Newcastle Carers is registered as an independent charity and over the next few years grows considerably.

2014

We rebrand and move to bigger, more accessible and welcoming premises.

2015

We expand and develop a volunteer team, supported by a Volunteer Development Worker funded by Henry Smith Foundation.

We successfully tendered for a joint Newcastle City Council and Newcastle Gateshead Clinical Commissioning Group contract to deliver carer support services in Newcastle and expand our offer to carers.

2016

With a grant from Carers Trust, we develop a dedicated Young Adult Carers Project in partnership with Barnardo's.

2018

We win the City Council and Clinical Commissioning Group contract to provide a support service for carers of all ages, and we begin delivering our young carers service.

2020

Responding and adapting to meet carers' changing needs, we provide vital and skilled support to carers throughout the pandemic.

2022

We start delivering a new three-year contract on behalf of the City Council and NHS Integrated Care Board, following another successful tendering process.

2023

The staff team and trustees take the opportunity to refresh our statement of purpose, our values and behaviours, and our vision for the future.

2024

We increase efforts to diversify our income streams and further enhance our provision.

We launch our strategy to give direction and clarity of purpose as we head towards 2030.

2025

A new structure allowing us to maximise the support provided to all carers across Newcastle. We develop our regional presence through effective collaboration across the region.

2026

We secure the contract for carer support across Newcastle, providing a better opportunity to enhance support for carers and embed ourselves in a system we aspire to work for unpaid carers. We also receive long-term funding from the national lottery to particularly support carers who themselves have disabilities.

Our vision for the future

We envision a world where...

- Carers are recognised and valued.
- Carers are well supported - practically, financially and emotionally.
- Carers have genuine choice over their level of caring responsibilities, and can make that choice without feeling guilty.
- Carers achieve a balance between caring responsibilities and quality of life - including education, training and employment.
- No one is expected to take on a caring role that prevents them from fulfilling their potential.
- No child or young person is expected to take on a caring role.

We aspire to play our part by being...

- A trusted and respected provider of services for carers.
- The 'go to' organisation for anything to do with carers.
- A valued source of expertise and intelligence.
- A leader in our field - locally, regionally and nationally.
- A champion of carers' needs, supporting them to be heard.
- An organisation that takes a joined-up approach to meeting carers' needs.
- An employer of choice, leading by example.
- Financially sustainable and not overly reliant on any single source of income.



Our impact

Statistics from
our 2024/25
Impact Report.

34,983

contacts with carers throughout
the year to provide information,
advice and support.



1,031 new carers
registered
with us.



We've
provided
support
to...



4,768

adult carers
(26+ years)



299

young adult carers
(18-25 years)



382

young carers
(5-17 years)

“ I have been going through a dark time, and the last six months have hit me hard. I wouldn't have got through the hardest days without knowing I had Newcastle Carers at the other end of the phone; they have been my lifebelt. ”

Insights from our Outcome Ladder...

**Every
carer**



reported positive outcomes from our information, advice and support, which helped them navigate their caring role.



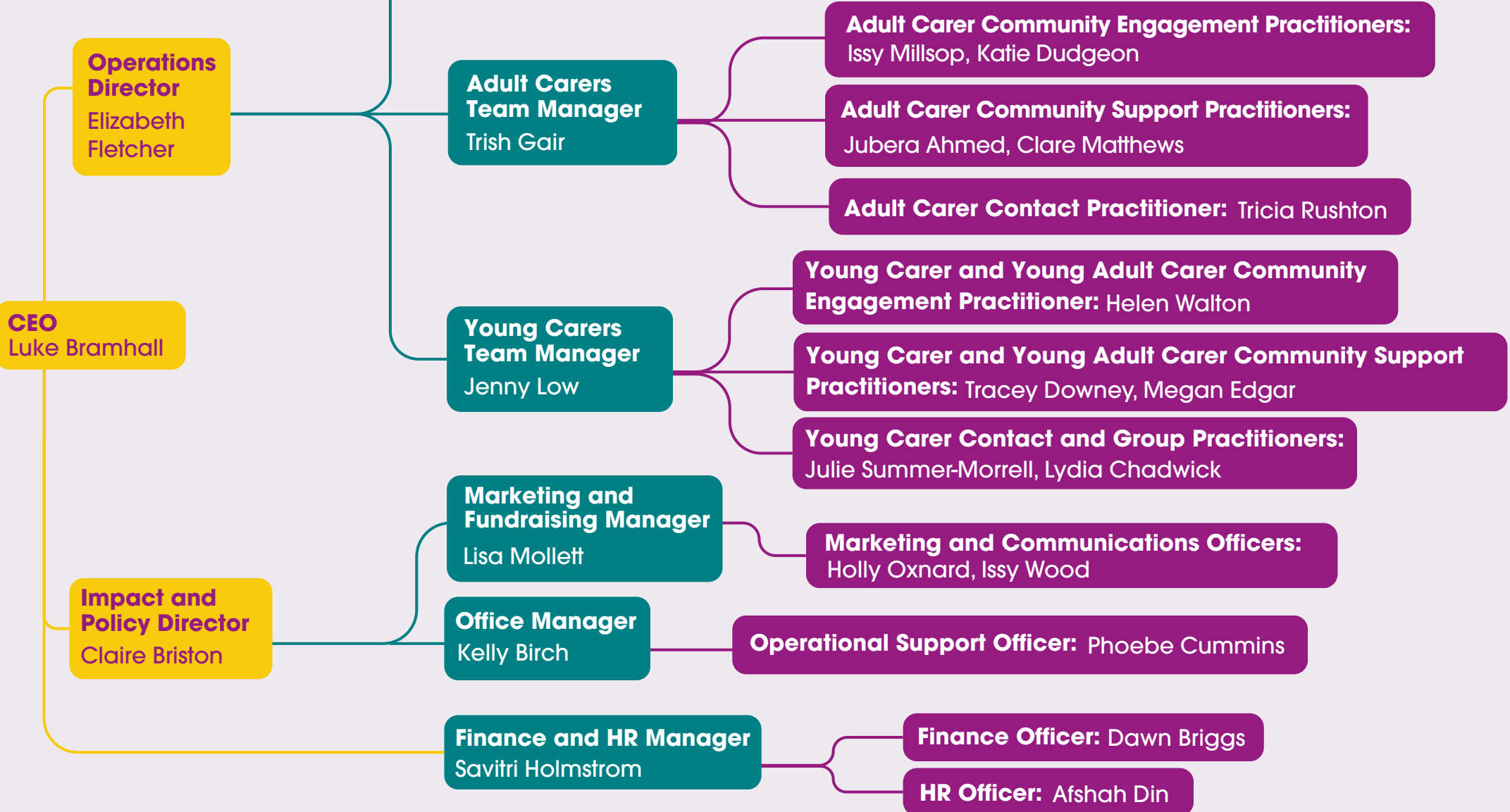
of carers have been supported to improve and sustain their work or education situation.

**Nine in
ten carers**

reported a positive outcome on their finances due to the support they received from us.



Organisation structure



What sets us apart

Our ethos

We are committed to reducing the inequalities faced by carers and ensuring they have rights, choices and control, both as individuals and in society as a whole. We believe in listening to carers as the experts and enabling them to be heard. Working in collaboration with many statutory and voluntary sector partners, we provide a strong network of support for carers in Newcastle.

Our Team

Our experienced and skilled staff, from a range of professional backgrounds, alongside our team of volunteers, provide the commitment, integrity and knowledge that make a positive difference in carers' lives. We value the team and are proud of our supportive, flexible and trusting management, supported by clear leadership and strong governance.

Our Position

As the only organisation dedicated to working solely with carers in the city, we are the Newcastle Network Partner of Carers Trust. This ensures valuable links and connections with other providers and enhances opportunities for development and exceptional practice in our field. We are an affiliated member of Carers UK and take part in and support national calls for change. We work hard to represent the needs of carers locally in forums and strategic discussions, and we have a strong reputation and a great track record.

Our Ambition

As an organisation, we aspire to make long-term sustainable change. With a dynamic senior team and committed staff, we have started to see change locally, regionally and nationally. Over the last year, we have engaged with local systems to streamline support and lead collaborations across the city, addressing specific challenges. This includes support for parent carers, integrated working with children and adult social care, and leading on the city's All-Age Carers Strategy. We have been at the forefront of regional developments, including a co-produced regional 'Commitment to Carers', regional working groups around digital advancements, education support for young carers, and regular presence at regional director meetings. Nationally, we have had a visit from Baroness Casey, engaged in national working groups around carers in poverty and presented at the APPG for young carers. We were also shortlisted for the Carers Centre of the Year in the Carers UK inaugural carer awards.



Our strategy

“ At Newcastle Carers, we have worked hard to develop a strategy in collaboration with carers, partners, staff, and trustees.

Our five and a half year strategy has become the heartbeat of our organisation as we seek to both improve the lives of carers in Newcastle and beyond. We want to ensure that the real-life experiences of carers are influencing both the regional and national narrative around carers, seeking lasting positive change.

Our strategy focuses on three strategic objectives, as highlighted here in our 'Strategic Goals Tree'. [Please visit our website to read our full strategy.](#)

”

Luke Bramhall, CEO

Click here to read our 2024 - 2030 Strategy on our website.

Goal three:

To create a presence so carers can be identified, seen and heard.

Goal two:

To provide a safe space where individuals can navigate their journey.

Goal one:

To be a strong foundation with stability and consistency



Leadership and governance

Message from Luke Bramhall, CEO

“ Newcastle Carers is a phenomenal organisation full of passionate, driven and highly skilled staff. As an organisation, we recognise the impact of taking on an unpaid caring role, and we are in place to ensure that carers receive the right kind of support to ensure they can navigate their own journey in a way that ensures they are able to thrive.



We have been through a time of significant change as a charity. We've had a reorganisation, a new Senior Leadership Team, and a range of operational improvements that will put us in good standing as we embark on a new five-year strategy. To enable us to be as effective as we can, it is imperative that we consider how we can achieve outstanding governance, and it's with this voice that we encourage you to become part of the Newcastle Carers family.

We want to ensure that the experience of unpaid carers is at the heart of all our decision-making, and we want to pioneer new ways of creating outstanding governance that meets our requirements as a charity, but ensures that we make the right decisions for unpaid carers in Newcastle. This is an incredibly exciting time for Newcastle Carers, and I would encourage you to consider the role of Trustee carefully, but with the promise that it will be a great learning experience. We believe that you have something that can make a real difference for both carers in Newcastle and beyond. ”

Message from Mary Youngs, Chair of Trustees

“ Welcome to Newcastle Carers, on behalf of our board!

This is a critical time for carers as more people take on caring roles, support services are overstretched, and finances are under pressure.

At Newcastle Carers, we are proud of how our staff team works with unpaid carers to ensure they have the best possible support. We are highly regarded as a charity, but the needs of carers, our service offerings and our environment continue to change, and we must innovate and adapt to achieve our purpose. We have a dedicated Board of Trustees with far-ranging professional backgrounds and executive experience, who work collaboratively as a team. We have been evolving our governance to better meet the needs of the organisation as it is today, streamline processes, provide the appropriate assurance, and keep the board focused on strategy and long-term thinking. As my term as Chair ends, I can promise a new Chair will find a hugely rewarding opportunity to shape the next stages of Newcastle Carers' journey. ”



Next steps

To engage in this exciting opportunity, we ask that you initially send us a two-page expression of interest outlining why you feel you are the ideal candidate to support Newcastle Carers to excel in the coming years. **Please send this to Luke Bramhall by Wednesday 17 June.** If you would like to speak to the current CEO or Chair before putting forward your expression of interest, then you can contact them here:

Luke Bramhall, CEO - luke@newcastlecarers.org.uk

Mary Youngs, Chair - mary.youngs@gmail.com

Following the expression of interest, we may invite you to an exploratory day at our office in Byker, where you will meet staff, trustees, carers and external partners to understand more about the charity. We are committed to ensuring that the right candidate is in place as Chair of our charity over the coming years.

We will then look to co-opt the successful individual onto the Board, where you can work alongside the departing Chair for a number of months before our Annual General Meeting (AGM) in November 2026.

The new Chair will be officially appointed at our first Board meeting in 2027.



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A Network Partner of
CARERS TRUST

 Registered with
FUNDRAISING
REGULATOR

 Better Health
at Work Award
Maintaining Excellence

 MINDFUL
EMPLOYER

 LIVING
WAGE
EMPLOYER

 GBC
Good
Business
Charter
Accredited

Newcastle Carers
We're listening