

Queenscourt Treasurer Trustee

RECRUITMENT PACK



Where life is for living...



www.queenscourt.org.uk



hospice@queenscourt.org.uk



01704 544645



QueenscourtHospiceSouthport



@queenscourthospice



Queenscourt-Hospice



ABOUT US

This year, Queenscourt Hospice will be celebrating **35 years in service**. We are an independent charity that provides free, specialist palliative care for the people of **Southport, Formby and West Lancashire**. We care for patients with advanced progressive, illnesses, helping them to achieve the best possible quality of life. We help to do this within Queenscourt, through our **inpatient unit**, as well as in the **patient's home** through our Queenscourt at Home Service and in partnership with the local hospital.

As we receive **less than a fifth** of our costs from the NHS and the rest of the money comes from **charitable donations**, we are utterly reliant on the goodwill and support of the local community. To enable us to raise our profile and much needed funds, we have a small team of **fundraisers** who organise events; set up individual giving campaigns and work tirelessly to make new links within the community to secure grants and other forms of income. We also have **retail outlets and a lottery** which contribute to raising funds to deliver our services.

Along with our team of **dedicated staff**, we have a huge team of **volunteers** who give their time and expertise, freely, to support the **day to day running of Queenscourt**, Retail outlets and Lottery in a myriad of different ways. Together we make up **#teamqueenscourt**

As a registered charity, Queenscourt is governed by a **Board of Trustees** that oversees the work of hospice care by providing **strategic direction, monitoring performance** and ensuring that the charity has **sufficient funds** to deliver its services and honour its promises to the people and organisations who give so generously each year.

Each year, 2,000 patients and their families rely on
Queenscourt Hospice.

We have only 1 chance to get it right for them





WELCOME FROM THE CO-CHAIRS OF THE COUNCIL

We are immensely proud to serve as trustees and Co-Chairs of the Council of Queenscourt Hospice. Queenscourt isn't just a building, it's much more – it is #teamqueenscourt, made up of people with a shared vision. We have 170 staff and nearly 450 volunteers working together as a **team to ensure that our vision helps local people achieve the best quality of life at all stages and to ensure that 'life is for living.'**

For almost 35 years, Queenscourt has touched the lives of countless local families through our specialist care and compassionate approach; and over the past few months our 'compassionate communities' have shown just how much they are there for us as well, offering financial support, supplies and time.

To keep meeting the needs of those affected by life-limiting illnesses we must work hard to overcome the challenges of the unique economic conditions and to understand the individual nature of each person's need.

Our continued success can only be assured by effective governance that provides strategic direction and empowers people to make it all happen. This is why our Trustees and the role that they play are so important. If you feel that you have the skills, experience and commitment necessary to help guide Queenscourt on its continuing journey, I hope you will express an interest **in our volunteer Trustee vacancies so that we can continue to have the best people leading Queenscourt.**



Our Vision

Where life is for living...

Our Mission

"Supporting compassionate palliative care in the **right place**, at the **right time**, by the **right person**."



Our values are 'CLEAR'



COMPASSION

*Compassionate
Communities*



LEARNING

Education



EXCELLENCE

*Quality
Palliative Care*



ACCOUNTABILITY

*Transparent
Governance*



RESOURCES

*Financial
Stability*



Our Impact

A *snapshot* of 2024 - 2025...



948 Patients Supported

by Queenscourt Services



Queenscourt at Home

11,819 

Hours of care provided by
Queenscourt at Home



Our Inpatient Unit

170

Admitted to
Queenscourt's
Inpatient Unit

10.17 DAYS

Average length of stay
of those admitted to
Queenscourt Hospice
Inpatient Unit



Of patients
supported by
Queenscourt at
Home died in
their own home



Of patients
supported by
Queenscourt at
Home died in
Queenscourt Hospice

1,638

Day Shifts



2,367

Care shifts
provided by
Queenscourt
at Home

729

Night Shifts





Connect



Average Length of Service

209.49 Days



Total Patients Supported

706



This year, we grew our **Therapy Team!**

Keeping in Touch Team
Outpatient
Medical
Therapy

Our Transform Team

31

People were supported home from hospital on 'rapid end of life discharge'

771

Gold Standard Framework patients died **under care of service**

Specialist Palliative Care Services

666

Patients seen in hospital
100% of those patients received first contact within **2 days**

1,296

Patients seen in the community
100% of those patients received first contact within **3 days**

What Our Patients & Families Said

100%

ORGANISATION
POSITIVE
EXPERIENCE

(On Average)



iWantGreatCare
Transforming Healthcare

“

Queenscourt at Home

Everyone who has helped our family has been friendly and kind. The information we have been given has been extremely helpful, practical and logical. No one has made us feel as if they were in a hurry. We could not have had better support. Each and every sister has been wonderful.

”

“

Inpatient Unit

The staff at Queenscourt have been amazing, nothing too much trouble. All so pleasant. I was referred from hospital and from the moment I was admitted it has been a wonderful experience. IPU arranged an afternoon tea with prosecco for my family, what a special treat.





423

Volunteers

Supporting
Queenscourt
throughout the year



Level 5 -
Outstanding
achieved for
the 2nd year
running!



Terence Burgess Education Centre



Lunch & Learn
Sessions provided
for Corporate Staff

4 days
per year

Protected time for
Clinical Education

3,297
ATTENDANCES
AT EDUCATION
SESSIONS

CLINICAL PLACEMENTS FOR

47
MEDICAL
STUDENTS

376
INDIVIDUALS
TRAINED IN FUTURE
CARE PLANNING

122
COMPLETED
CARER CHECK-IN
TRAINING

Compassionate Communities



1,747 Opportunities to provide
compassionate support...

611

Family Support
Contacts

Forget-Me-Not
Club

This year,
we further invested into our
**Bereavement, Family
Support & Carers Services**

Continuing our **dedication** to building a
compassionate community...

“It was such a lovely evening,
and nice to be able to come
back into the building for a
positive reason. The children
said that they felt cared for,
and that people just wanted
the best for them. It has
made the family want to do
Star Trekk as they want to
give something back to the
hospice and raise money”

698 People received
Bereavement
Support

438 Attended our
Remembering
Evenings

Clinical Innovation →



Introduction
of our Patient
Dependency
Tool



Research for
use of Virtual
Reality with
patients

We couldn't have done it without your generous support...



Fundraising Highlights

★ **1,250** attended our Star Trekk night walk - a new record!

✋ **£109,038** was raised in one week during our Big Give Christmas Challenge

☂ **148** of our supporters took part in a individual challenge for Queenscourt



We interacted with **44,000** people via Social Media!

Queenscourt partnered with **Local Hospice Lottery**

in July 2024

Over **7,500** playing lottery members

LOCAL HOSPICE LOTTERY

548

new lottery members since July 2024



Retail Snapshot

£30,000

EXTRA made in *giftaid* donations

& **1,153** new sign-ups!

180,782

Items sold through Queenscourt Retail



97,836

Customers served in our shops



Thank you

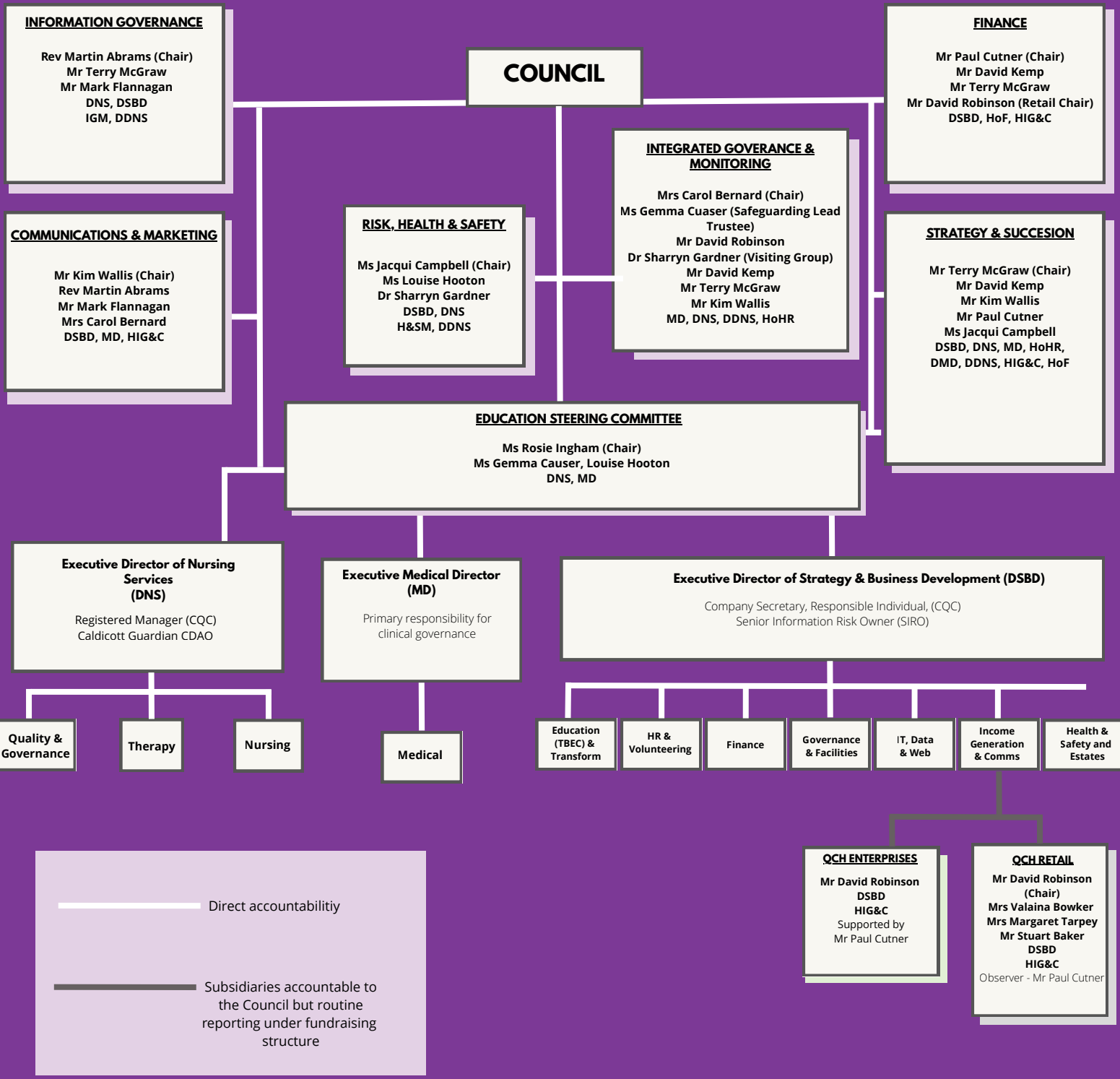
To all our donors and volunteers!

Registered Office: Queenscourt Hospice | Town Lane | Southport | PR8 6RE

Company Limited by guarantee and registered in England No. 02102320 | Registered Charity No. 518801

QUEENSCOURT ORGANISATIONAL STRUCTURE

BOARD ASSURANCE FRAMEWORK



delivering exceptional compassionate care for over 35 years



ROLE DESCRIPTION FOR A TRUSTEE AT OUR HOSPICE.

The duties of a trustee are as follows.

- Ensuring that the organisation pursues its stated purpose as defined in its governing document, by developing and agreeing a long-term strategy.
- Ensuring that the organisation complies with its governing document (memorandum and articles of association), charity law, company law and any other relevant legislation or regulations.
- Ensuring that the organisation applies its resources exclusively in pursuance of its charitable objects (ie the charity must not spend money on activities that are not included in its own objects, however worthwhile or charitable those activities are) for the benefit of the public.
- Ensuring that the organisation defines its goals and evaluates performance against agreed targets.
- Safeguarding the good name and values of the organisation.
- Ensuring the effective and efficient administration of the organisation, including having appropriate policies and procedures in place and participating in identified training.
- Ensuring the financial stability of the organisation.
- Protecting and managing the property of the charity and ensuring the proper investment of the charity's funds.
- Following proper and formal arrangements for the appointment, supervision, support, appraisal and remuneration of the executive team.

In addition to the above statutory duties, each trustee should use any specific skills, knowledge or experience they have to help the board of trustees reach sound decisions. This may involve scrutinising board papers, leading discussions, focusing on key issues, providing advice and guidance on new initiatives, or other issues in which the trustee has special expertise.



ROLE DESCRIPTION FOR A TRUSTEE AT OUR HOSPICE.

Person specification

- A commitment to the organisation and a high level of integrity.
- A willingness to devote the necessary time and effort.
- Strategic vision and an ability to think creatively.
- A willingness to participate in decision making and to offer constructive challenge.
- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship.
- An ability to work effectively as a member of a team and motivate self and others.
- A commitment to Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
- An ability to build trust and confidence with other Board members, the Executive team and other stakeholders.
- All trustees will require a satisfactory enhanced Disclosure and Barring Service (DBS) check
- Trustees must meet the requirements of the CQC guidance on Fit and Proper persons

What we look for in our Trustees

Queenscourt is committed to maintaining a fair, transparent and consistent approach to recruiting the very best talents and experience to the board of trustees. The board oversees the strategic direction of the charity by balancing and responding to local need, expectation, demographic changes, developments in hospice care and changes in the economic environment.

This is an essential and on-going commitment as members complete their terms of office, and our Council Development Plan exists to help us ensure a balanced composition on the Board with a breadth of up-to-date skills and expertise to lead the organisation.

More information

The operation of the Board of Trustees at Queenscourt is regulated by Governance Arrangements based on the Memorandum & Articles of Association which is the organisation's constitution.

Trustees appointed to the Board will receive a full introduction and induction to the organisation. If you have not acted as a trustee previously you may be interested in the guidance provided by the Charity Commission on their website, in particular 'The Essential Trustee'.

Queenscourt is an independent registered charity and company limited by guarantee. It is an independent healthcare provider regulated by the CQC and is also a member of Hospice UK.



Treasurer Role Overview



DESCRIPTION

The overall role of a Treasurer is to maintain an overview of the Queenscourt's affairs, ensure its financial viability and ensure that proper financial records and procedures are maintained.

DUTIES

In addition to the general responsibilities of a trustee, duties of the treasurer include the following.

- Overseeing, approving and presenting budgets, accounts and financial statements.
- Ensuring via regular monitoring reports that the financial resources of the organisation meet its present and future needs.
- Ensuring that the charity has an appropriate reserves policy.
- Preparing and presenting financial reports to the board.
- Ensuring that appropriate accounting procedures and controls are in place.
- Liaising with any paid staff and volunteers about financial matters.
- Advising on the financial implications of the organisation's strategic plans.
- Ensuring that the charity has an appropriate investment policy.
- Ensuring that there is no conflict between any investment held and the aims and objects of the charity.
- Monitoring the organisation's investment activity and ensuring it is consistent with the organisation's policies and legal responsibilities.
- Ensuring that the accounts are prepared and disclosed in the form required by funders and the relevant statutory bodies, for example the Charity Commission and/or the Registrar of Companies.
- Ensuring that the accounts are scrutinised in the manner required (independent examination or audit) and any recommendations are implemented.
- Keeping the board informed about its financial duties and responsibilities.
- Making a formal presentation of the accounts at the annual general meeting and drawing attention to important points in a coherent and easily understandable way.

TIME COMMITMENT

- Attending board meetings – every two months.
- Attending trustee planning days – up to two per year .
- Attending and / or chairing sub-committees as necessary .
- Completing mandatory training as directed for example, safeguarding and information governance.

PERSON SPECIFICATION

In addition to the person specification for a trustee, the treasurer would benefit from having the following qualities.

- Financial qualifications and experience.
- Some experience of charity finance, fundraising and / or pension schemes.
- The skills to analyse proposals and examine their financial consequences.
- Being prepared to make unpopular recommendations to the board.
- A willingness to be available to staff for advice and inquiries on an ad hoc basis.



APPLY TODAY

For further information about the Treasurer Trustee role, including the full responsibilities of the position and the skills and experience we are seeking, please refer to the detailed role description and person specification available on our website at www.queenscourt.org.uk/vacancies. The application form can also be downloaded from this page.

If you would like to have an informal conversation about the role before applying, we would be very happy to hear from you. Please contact us on **01704 544645** and ask to speak with Louise Charnock or Sam Hawksley, Executive Directors, who will be pleased to provide more information about the position, the Board of Trustees, and the important work of Queenscourt Hospice.

If you are interested in applying and can demonstrate that you meet all of the essential criteria outlined in the person specification, please submit your **CV** along with a **covering letter** explaining your interest in the role and how your experience aligns with the requirements. Applications should be sent to recruitment@queenscourt.org.uk no later than **30th April 2026**.

*** We encourage early applications, as we review candidates and conduct interviews on an ongoing basis. ***

