

Chest
Heart &
Stroke
Scotland



CHAIR RECRUITMENT



SERVICE USERS

"Without Chest Heart & Stroke Scotland, there is nobody else to fill in the gaps for people like me who suddenly find themselves in a totally new world."

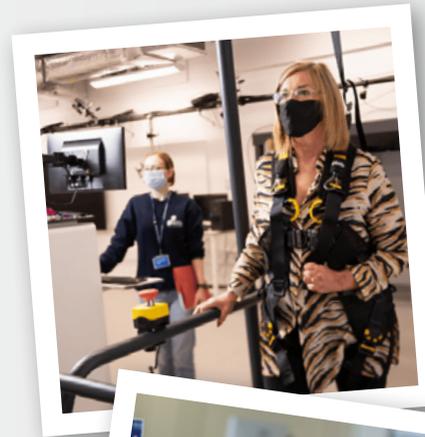
ALISTAIR, STROKE SURVIVOR, EAST LOTHIAN

LAST YEAR, OVER **63,000 PEOPLE** WERE SUPPORTED THROUGH OUR DIRECT SERVICE ACTIVITY.



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**NO
LIFE
HALF
LIVED**

WELCOME FROM JANE-CLAIRE JUDSON & THERESA DOUGLAS

Thank you for your interest in joining us as the new Chair of Chest Heart & Stroke Scotland (CHSS). Everyone has the right to live life to the full. Experiencing a life changing event like a heart attack or stroke or being diagnosed with a chest or heart condition or Long Covid can mean that people are scared and alone. Many people don't know where to turn.

Nobody in Scotland should have to face their health journey on their own. People with our conditions need and want to know how to manage their condition day to day and live as well as they can. Chest Heart & Stroke Scotland will deliver a community where people with our conditions can support each other, secure the expert health they need and advocate for the care that matters to them.

As our Chair, you will support the delivery of our new strategy and service model for the organisation and in doing so, you will make a tangible difference to the lives of thousands of people in Scotland.

We are looking for a Chair who can ensure the effective governance of our organisation so that we can provide the best possible support to those who need it. You will work in close partnership with our Chief Executive, so you will be someone who thrives on collaborative working and can build effective relationships.

We undoubtedly have a great task ahead of us but it's one that we are looking forward to with increased commitment and vigour. That is why we need an experienced leader who believes in our mission and can lead, monitor, review and improve upon all that we do. If that sounds like you, we would be delighted to hear from you.

CHSS is a dedicated and ambitious organisation to work for. We are motivated and inspired every day by the people and their families who are affected by our conditions.

Currently more than half of people in Scotland with our conditions are not getting referred for the rehabilitation they should receive as set out in national standards and guidelines. This means that over half a million people are not getting the right support and are not accessing the first step in supported self management.

We believe that everyone with our conditions should have access to a quality supported self management and community recovery service. In Scotland, we know supported self management and community recovery are critical to living well with our conditions, but we know it is not available to all and even where it is, it differs in quality and impact. We also know we can make a difference. Our recent 1 in 5 survey last year clearly demonstrated that people supported by CHSS rated their health and wellbeing greater than those who didn't get our support.

We have listened to the people affected by our conditions and developed an ambitious response in our new No Life Half Lived strategy for the next five years. We have committed to delivering our Community Healthcare Support Service which is a framework of support that can be accessed at any time from acute health event or diagnosis of a long term health condition throughout recovery to long-term management of their conditions. We are aiming to reach 175,000 people a year by 2028 and it is important that our Chair is equipped with the drive, determination and empathy to help us get there.

We are a charity that never underestimates the power of a cup of tea and always aims to deliver No Life Half Lived for people in Scotland.

Jane-Claire Judson
Chief Executive

Theresa Douglas
Interim Chair



THE CHARITY

We are Scotland's health charity supporting people and their families across Scotland with chest, heart and stroke conditions and Long Covid.

1 in 5 people in Scotland live with one or more of our conditions. Even if you are not directly affected yourself, you will know someone living with a chest, heart or stroke condition or Long Covid. It's our families, our friends and our communities.

Imagine if you had to struggle to breathe every day or you were living constantly worried about your heart or scared that you might have another stroke. Across Scotland people and their families are having their worlds turned upside down because of Long Covid or after diagnosis of a chest or heart condition or following a stroke. We are here to help anyone who needs us and provide the care and support to enable them to live their lives to the full again.

OUR VISION

Welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time, and in the right place.

OUR MISSION

Every person with our conditions should have access to quality supported self management and community recovery. We will deliver an approach to this that is designed by people with our conditions and puts what matters to them at the heart of everything we do. We will work to develop partnerships that will enable this to be available across Scotland.



VOLUNTEERS

Volunteering has boosted my self confidence and my self esteem. I'm so happy to be part of the great work this charity is doing. I feel great joy that even the smallest of tasks can make a real difference to people's lives."

GIO, VOLUNTEER

LAST YEAR, **4,462 VOLUNTEERS**
GAVE A TOTAL OF **183,439 HOURS** OF
THEIR TIME TO SUPPORT OUR CHARITY



OUR VALUES

OUR STRATEGY

Five years ago we published our new values and these values continue to hold true and will support our aims and ambition for delivery of our next five-year strategy:



AGILE

We will adapt to the needs of our people and the environment we work in.



INNOVATIVE

We will look for improvement in what we do and be creative in developing new services.



INCLUSIVE

We will adopt a human rights-based approach to our work and be accessible.



ACCOUNTABLE

We will take ownership for our work and hold decision makers to their responsibilities.



COLLECTIVE

We can only achieve our goals by working together and learning from each other.



COURAGEOUS

We will say what needs to be said and do what needs to be done to meet our goals.

Our recent 1 in 5 million survey from 2023 revealed that people are feeling lonely and scared after diagnosis. People are also really worried that the right care isn't available to them and they may not get the right care if they have a future health emergency. Their top concern after diagnosis was the fear of having another health event. We have listened and developed a response in our new No Life Half Lived strategy for the next five years that is rooted in the lived experience of people with our conditions.

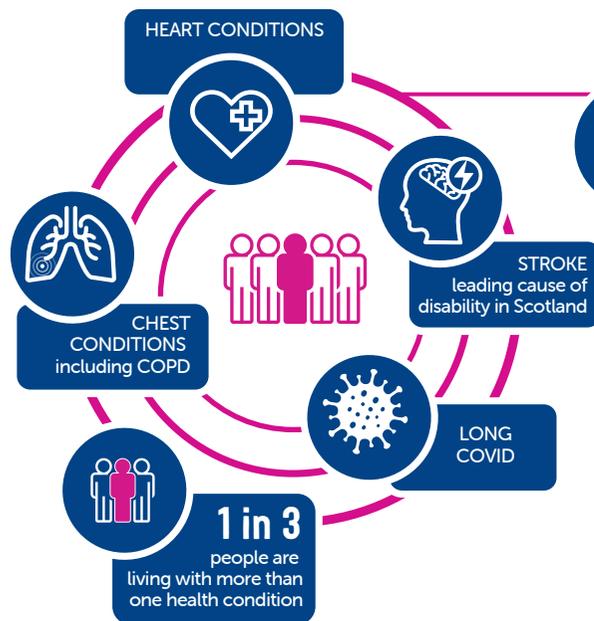
People with our conditions have told us they want and need practical advice, information and support throughout their recovery journey. They want to know how to manage their condition day to day: at work, at home or when enjoying hobbies and leisure time.

We will deliver this through our Community Healthcare Support Service. This service model is a quality supported self management and community recovery model informed by expertise and the latest research – and most importantly, by people with our conditions. We believe it should be available to all.



COMMUNITY HEALTHCARE SUPPORT SERVICE MODEL

One in five people in Scotland are affected by chest, heart and stroke conditions and Long Covid.



Our Community Healthcare Support Service is there to:

PREHAB / PREVENTION

- Improve knowledge of risk factors, identify early signs and symptoms, and tackle health inequalities to help individuals and communities in Scotland live healthier lives.

ACUTE EVENT/ DIAGNOSIS

- Provide immediate support and advice at point of acute event or early diagnosis.
- Understand what matters to you and your recovery.
- Access to education for healthcare teams and people with our conditions.

AT HOME & IN YOUR COMMUNITY

- Provide access to quality supported self management and community recovery at home so no one has to feel isolated and alone.
 - 8 week supported self management course.
 - Module on managing your condition with optional activities.
 - A tailored, personalised approach to support recovery including peer and volunteer led support.
- Everyone develops the ability to live well and with confidence.

GROW THE CHAIN OF SUPPORT

- People can support each other by providing social, emotional and practical support.
- Working with our volunteers to help extend awareness of our conditions and our reach.
- Work with research partners to close the implementation gap.

Over the next 5 years, we will work to:

measure



Develop a robust measure of who can access quality supported self management and recovery. Close the gap.

campaign



Campaign to ensure the right to rehab so that the first step in the self management journey is in place.

reach



Increase our reach and support so that 150,000 people a year have access to our Community Healthcare Support Service.

tailor



Co-produce our services so they are people-led. Enable personalisation so each person has control over their recovery journey.

connect



Build stronger connections with our partners and stakeholders to help inform and deliver our work.

OUR IMPACT

CHSS has been in existence for over 125 years and we have evolved continuously to face the challenges of living with our conditions. During the last five years this has been more important than ever. We didn't expect and couldn't predict we would have to face a worldwide health pandemic that affected how we all lived and worked.

The landscape shifted and altered on so many levels and we were forced to make some of the most difficult decisions we have ever faced in order to secure the charity's long-term future. We knew that we had to be there for the people who needed us despite the tough times and our commitment to do this became stronger than ever. That is why we developed new services and methods of delivery. Our kindness volunteers make sure people weren't alone or isolated. We developed a new Long Covid support service to help people living with the long-term effects of the virus. And now five years on we have committed to delivering a new Community Healthcare Support Service to reach even more people each year.

In 2022/23 thanks to our dedicated colleagues, volunteers and supporters, we have achieved the following:

- supported over 63,000 people through our direct service activity
- reached over 24,000 healthcare professionals with education and knowledge sharing opportunities
- £3.6m was raised through fundraising activity and legacies
- our retail team generated income of over £6.6m
- volunteers in our shops gave 161,000 hours of their time
- 1624 volunteers and 2838 community connectors gave a total of 183,439 hours making an economic contribution of over £2.7m in value to our organisation
- 2500 people signed the successful Bring Back Thrombectomy petition helping to secure Government funding for thrombectomy in December 2022.



THE NEXT FIVE YEARS

Looking ahead over the next five years we have committed to the following:

- developing a robust measure of who can access quality supported self management and community recovery
- campaigning to ensure the Right to Rehab is in place so that the first step in the self management journey is established
- securing the funding required to take our income from £10m to £15m by 2028
- reaching and supporting 175,000 people per year by 2028.

OUR STORIES

WE'RE HERE FOR PEOPLE LIKE DOUGLAS AT EVERY STAGE OF THEIR JOURNEY.

Our incredible supporter, fundraising hero and volunteer Douglas is the embodiment of No Life Half Lived.

Douglas had two strokes, seven years apart. The second stroke was much more severe than the first and left Douglas struggling to walk and speak.

Then he met one of our stroke nurses who supported him to get back to doing the things he loves and living his life to the full. He began walking again and found physical activity an extremely important part of his recovery journey.

Since his strokes, in 2003 and 2010, Douglas has become deeply involved with our work and devotes his time to helping other stroke survivors with their recovery.

He is one of our dedicated trustees, he volunteers with our Community Support Service, serves on several of our working groups, and has raised vital funds by taking on multiple epic fundraising challenges over the years.

Douglas is an amazing part of Clan CHSS and it's thanks to incredible input from survivors like Douglas that we're able to help people across Scotland live life to the full.



... AND WILL CONTINUE TO BE HERE FOR PEOPLE LIKE ...

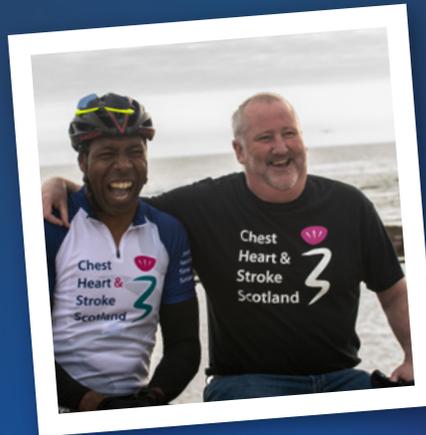
"Fiona at Chest Heart & Stroke Scotland made me feel so much better because when I asked her very specific questions, she told me I was right to ask them. She assured me she wasn't there to fob me off but to tell me what I needed to hear for my recovery. It was just what I needed."

Heather, Aberdeenshire



"CHSS rescued me and my family from the darkest time in our lives."

Troy, East Lothian



"I would not have the confidence I now have without Chest Heart & Stroke Scotland. With your help, I did a speech and language course and you let me meet other stroke survivors to exchange stories with them. But you also helped my family, too, and that means so much to all of us."

Esther, Perthshire



ROLE DESCRIPTION (Non-remunerated)

INTRODUCTION

The Chair of Chest Heart & Stroke Scotland is a crucial role in our organisation. It is an integral role to achieving the mission of our charity – that every person with our conditions has access to quality supported self management and community recovery. That there is No Life Half Lived in Scotland.

The new Chair will be taking over at a crucial point as CHSS begins the next five-year cycle of the successful No Life Half Lived strategy which will bring significant and exciting challenges in increasing the numbers accessing our services and meeting raised income targets. The Chair and our trustees uphold and represent CHSS's purpose, vision and values in a professional and personal capacity.

ROLE PURPOSE

An effective leader, the Chair provides governance, scrutiny and support to the Trustees and Chief Executive, to deliver their responsibilities for the governance and strategic direction of the organisation, safeguarding the reputation of CHSS.

The Chair will hold the Board and Executive Team to account for the Charity's mission and vision, providing inclusive leadership to the Board of Trustees. The Chair will also support the Chief Executive to ensure a successful partnership to provide the organisation with clear and effective leadership, promote trust and confidence internally and externally, enabling effort to be focussed on the charity's purpose.

The Chair will support the delivery of the refreshed No Life Half Lived Strategy for the organisation and optimise the relationships between the Board, its sub-committees, and the Executive Team.

ROLE RESPONSIBILITIES

Leadership – being willing and able to lead the organisation in partnership with the Chief Executive

Clarity of purpose – ensuring the board discusses and agrees the purpose and core values of the organisation

Cohesive board – creating productive relationships across the board and creating an environment for a high performing board team

Constructive relationships – developing and maintaining a productive working relationship with the Chief Executive and build and promote relationships with internal and external stakeholders

Governance – Leading the board in identifying the key governance decision to be made, ensuring strategic risks are managed and ensuring well founded decision making

ROLE DESCRIPTION (Non-remunerated)

KEY DUTIES

- Line Manage the CEO following our performance management processes and procedures.
- Support the CEO, whilst respecting the boundaries which exist between the two roles.
- Have the ability to lead and advance the organisation externally with your connections and stakeholders.
- Ensure and be responsible, with all the trustees, for the proper governance of CHSS, focusing on the standards and legislation so that the Board fulfils its legal, financial and regulatory responsibilities.
- Ensure adherence to guidance for charity trustees as produced by OSCR.
- Chair meetings of the Board so that it functions effectively.
- Lead the Board in approving organisational objectives in line with the strategy and the executive approved operational plans and budgets.
- Ensure the Board fulfils its potential and responsibilities by reviewing Board structure, succession and trustee performance and development and that they strive to maintain their capability to govern; and that they create an ethos within the organisation of accountability and self-reflection.
- Monitor, review and hold to account the work of the CEO in delivering the agreed strategy and leading the CEO's performance reviews.
- Ensure that the Board is able to regularly review major risks and associated opportunities, and satisfy itself that systems are in place to take advantage of opportunities and manage and mitigate the risks.
- Ensure that the Board fulfils its duties to ensure sound financial health of the charity.
- Appraise the performance of the Trustees and the Board on an annual basis.
- Ensuring that the charity has maximum impact for its beneficiaries.
- Role modelling and driving an inclusive culture.
- Act as spokesperson and ambassador for CHSS.



THE PERSON



The Chair will have a demonstrable and proven track record :

- A strong and visible passion and commitment to the charity, its strategic objectives and cause.
- Personal gravitas to lead a significant national organisation.
- Exhibit strong inter-personal and relationship building abilities.
- Demonstrating tact and diplomacy, with the ability to listen and engage effectively.
- Successful track record of achievement through their career.
- Experience of operating at a senior strategic leadership level within an organisation.
- Significant Trustee experience, ideally as an experienced Chair.
- Line management of a CEO or Senior Executive.
- Leadership, and utilising a coaching and facilitative approach.
- Leading organisations through periods of development and change.
- Applying principles of good charity governance.
- Understanding of the third sector governance model.
- Eligible to be a Director at Companies House and will not have been disqualified as a Director.

BOARD & SUB-COMMITTEES

BOARD OF TRUSTEES
Interim Chair: Theresa Douglas
Interim Vice-Chair: Neil Francis



AUDIT & RISK COMMITTEE (ARC)
The ARC’s primary purpose is to support the Board in meeting their responsibilities by providing independent oversight of the charity’s systems of internal control, risk management, financial and non-financial reporting, and through supervision of the quality, independence and effectiveness of both internal and external auditors.

FINANCE COMMITTEE (FC)
The FC has responsibility for directing and monitoring the financial and business functions of the charity, including those provided by CHSA Trading Limited.

NOMINATIONS & REMUNERATION COMMITTEE (NRC)
The NRC is responsible for identifying and nominating candidates for ratification to fill Board vacancies as and when they occur, reviewing the structure, size and composition of the Board, including skills, knowledge, experience and diversity and making recommendations as required.

PEOPLE GOVERNANCE COMMITTEE (PGC)
The PGC’s primary purpose is to ensure CHSS acts as an exemplary organisation for colleagues and volunteers, by developing and delivering the optimal colleague and volunteer experience.

FURTHER INFORMATION

TERM OF OFFICE

Subject to ongoing satisfactory performance you will serve for a period of three years with the option to extend for a further three years.

Time commitment includes:

- a comprehensive induction programme
- regular Board meetings each year
- monthly 1-1 meetings with the Chief Executive
- bi-monthly governance meetings with the Chief Executive
- other ad-hoc meetings with the Chief Executive
- six monthly 1-1 meetings with trustees
- promote, attend and support CHSS events
- represent CHSS at external events

LOCATION

Edinburgh with remote meetings

OTHER INFORMATION

Equal opportunities – CHSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity. More information can be found at www.chss.org.uk

TIMESCALES

- **Closing date for applications**
- 19 April 2024
- **Informal 1-1's with Interim Chair and CEO**
- 29th April, between 11.00 and 16.00,
Hobart House, 80 Hanover Street, EH2 1EL
- **Interviews**
- 8th and 9th May
Hobart House, 80 Hanover Street, EH2 1EL



COLLEAGUES

"CHSS work hard to make individuals from different departments feel part of one clan and as a result, you feel you can talk to anyone in the organisation and you have a good understanding about how it all comes together to support people with our conditions. The culture is open and honest and that means that you are allowed to fail as well as celebrating success.

DARLENE DRUMMOND, COMMUNITY SUPPORT SERVICES MANAGER EAST

CHEST HEART & STROKE SCOTLAND
CURRENTLY **EMPLOYS 250 PEOPLE**
ACROSS SCOTLAND.



HOW TO APPLY

We hope that you have found the information within this pack useful. If you have any queries or wish to discuss the role further, please contact Catriona Mackie or Kate Kennedy at our recruitment partners, Aspen People, on **0141 212 7555**.

To apply, please upload your CV and supporting statement as one combined document by **clicking here**.

Applicants will be shortlisted for interview by matching the details given on their CV and supporting statement against both the role description and the person specification. We would therefore ask applicants to provide clear evidence to show how your experience, skills and knowledge match those requirements.

We would also be grateful if your covering letter/ supporting statement could include details of two referees (please note that referees will not be contacted until offer stage or without prior consent).

Please note that you will receive an immediate acknowledgement of your application. If you do not receive this, please contact Kelsey Bettoli on **0141 212 7555**.

More information on CHSS can be found at **www.chss.org.uk**

For more information on Aspen People visit **www.aspenpeople.co.uk**

