



St Michael's
Hospice

Caring to make a difference
www.st-michaels-hospice.co.uk



Trustee & Associate Trustee
Recruitment Pack

Welcome

David Teague - Chair of Trustees



Thank you for showing an interest in a Trustee position at St Michael's. I hope that this pack provides you with the background information that you need to show the scope and scale of our activities and, just as importantly, our aspirations for the future.

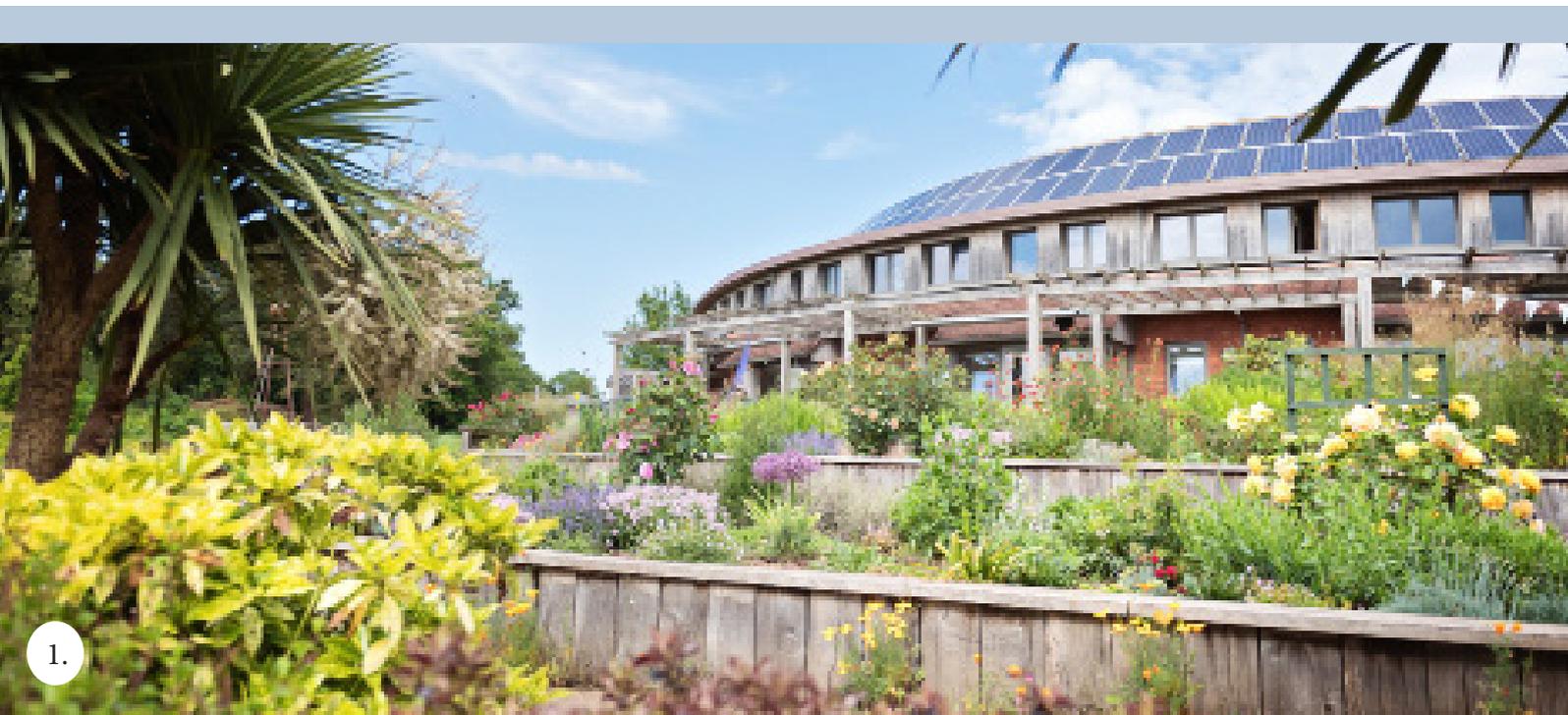
I have been Chair of Trustees since April 2021. I have found this time to be inspirational, working with a passionate, hardworking team of staff and volunteers who want to do the very best for our community.

I cannot emphasise enough the close relationship that St Michael's has with our community. They value what we do, and they see St Michael's as their own, we are the most prominent charity in the county. This means a lot to us. We must never betray this trust, not just in terms of what we do now, but also in us continuing to develop new ideas through innovation and collaboration to improve our service, extend our reach and to work smarter.

Our supporters provide the funding we rely on through their hard-earned contributions and the time they dedicate as volunteers. We have to continue to ensure that we spend their money wisely. This means that our management team are continually looking to find improvements at all levels and in all aspects of the organisation.

The care system has significant gaps nationally and locally. The Government's NHS 10 Year Plan aims to put this right, with its focus on shifting care from hospitals into communities and expanding personalised, integrated support. We will be doing all we can in what we hope will be a new improved environment to meet rising needs and to shape future high quality palliative and end of life care for everyone in Herefordshire.

Working at St Michael's is incredibly rewarding and we look forward to welcoming you.



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About Us

How we help our Community

Everyone deserves to be treated with comfort, compassion, and respect when they're being cared for. Our care makes a real difference, ensuring patients experience symptom relief and are treated as a person, not just a diagnosis, while families receive the emotional and practical support they need during and after their loved one's journey.

With people living longer than ever before, our professional staff and trained volunteers are committed to improving the quality of life for our patients, their families and carers.

Our multi-disciplinary team includes doctors, nurses, physiotherapists, occupational therapists, complementary therapists, social workers, chaplains and counsellors.

Specialist Hospice staff work together and often in partnership with the NHS to relieve patients' symptoms, control their pain and help them to live well until the end of life.

We are also there to ensure loved ones have access to the appropriate care and support they need to cope with the complex feelings and lifestyle changes caused by a terminal illness.

Only a small percentage of our funding comes from the NHS. The rest is made possible by the generosity of our community through donations, gifts in Wills, fundraising events, charity shops and the dedication of our volunteers. This support enables us to offer expert care free-of-charge for all, for as long as they need it.



Our Purpose

Our Purpose:

We believe everyone should have access to care that enables them, and those close to them, to live and die well.

Our Mission:

Working alongside our community, our mission is to ensure that adults in Herefordshire and the surrounding areas, benefit from palliative and end-of-life care when needed. This includes supporting loved ones throughout bereavement and beyond.

Our Values:

“What matters to you is what’s important to us”

To ensure we deliver upon this every day, we empower people to work collaboratively to reach the **best possible decisions**, realise them in the **best possible way** and at the **best possible time**.

We value:

Knowledge, judgment, and kindness in reaching the best possible decisions, courage, integrity, and passion in realising those decisions in the best possible way, and honesty, empathy, and determination in doing so at the best possible time.

Living our values influences the way we behave. The way we behave informs **the way we do things**. The way we do things is **the St Michael’s way**.

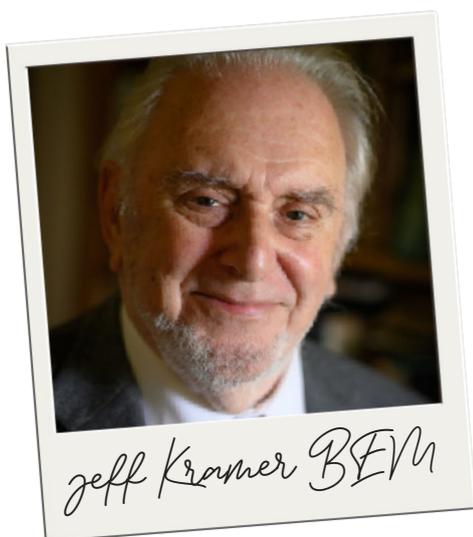
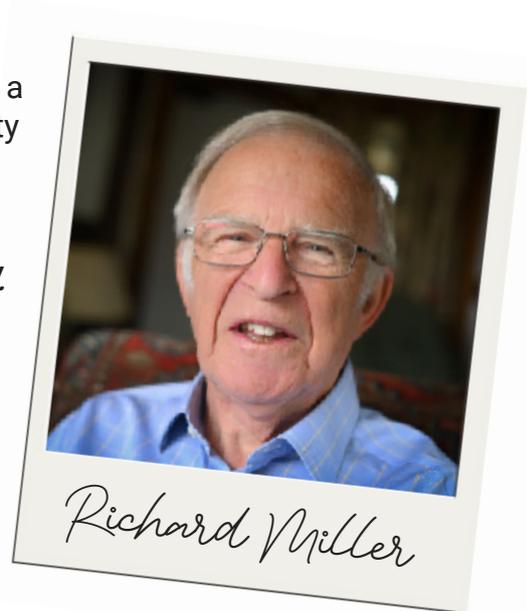


Our History

Back in the heatwave of 1976, Dr Richard Miller was inspired by a visit to St Barnabas Hospice in Worthing to build a similar facility for Herefordshire. Dr Miller said,

“*Back then, people were mostly looked after in hospital or at home. There was little understanding of symptom control. People often died in pain, screened off in the corner. I, along with other health care professionals, found this very difficult to deal with.*”

Richard soon joined forces with other like-minded people to undertake the challenge of raising £700,000 to build a Hospice for Herefordshire. One of those pioneers and co-founders was Dr Jeffrey Kramer.



“*I remember all of us thinking challenges like this are done on faith. It was a pure belief in the project being the right thing to do; that gave us the will to go on. Freda Pearce led the team of fundraisers; she had the cheek of the devil and was a very powerful person. She believed nothing was impossible and through sheer dedication and love for our fellow men and women, we built the Hospice.*”

I quite honestly believe you can still feel the love when you walk in. There's something very special about our building.”

Jeff was awarded the British Empire Medal (BEM) in September 2024.



Our History



1979 Richard Miller and Freda Pearce launch appeal.

1984 In the Summer of '84, the first Hospice building was completed. In the Autumn of '84, the first patients were admitted.



1996 The Sunflower Appeal launched to raise £600,000 to build a Day Hospice extension.

1997 On 29th July, the Day Hospice was officially opened by HRH Princess Alexandra.



2000 Hospice Lottery was launched.

2009 Hospice Choir formed for the Silver Jubilee's Thanksgiving Service.



2013 The Redevelopment Appeal launched to build new Inpatient unit and refurbish the main Hospice.



2015 In March, Clive & Sylvia Richards open Inpatient wing.

2016 In April, the Hospice at Home service was launched.
In September, the refurbished Hospice (Day Services & Outpatients) re-opens.



2018 HRH Princess Alexandra formally opens the re-developed Hospice.

2019 The Hospice celebrates its 35th Birthday with a My35 campaign.



2022 Monty Don officially opens the re-developed Hospice Gardens.

2024 Hospice co-founder Dr Jeffrey Kramer is awarded the British Empire Medal (BEM) at the Hospice.



2024 The Hospice celebrates its 40th Birthday with a fundraising appeal called Caring for the future.

Our Structure



Our Hospice

Who we are

St Michael's Hospice is Herefordshire's only local provider of compassionate, expert palliative care. We are dedicated to helping individuals and their families live and die well, in comfort, and with respect.

We deliver expert palliative care to adults with life-limiting conditions, whether at our hospice, at home, or in the wider community. We support families before, during, and after bereavement, helping them navigate the challenges of caregiving, loss and grief.

Our unique role

St Michael's Hospice is more than just a healthcare provider; we are a trusted local lifeline. Deeply rooted in Herefordshire, we understand and respond to the specific needs of our community, offering not only expert palliative care, but also vital emotional support throughout the journey.

Whether it's symptom management at home, an urgent admission, or emotional support for a grieving family, we are here when it matters most. We don't just respond, we act quickly, compassionately and expertly to bring stability to deeply vulnerable moments.

Our approach to care

At the heart of our work is the 'St Michael's Way', a distinctive care approach grounded in knowledge, integrity, and respect. We empower patients and families to make informed decisions, ensuring personalised, compassionate, and high-quality care at every step.

Our care combines deep medical expertise with genuine human connection. From pain relief and symptom control to emotional support and spiritual care, every element is delivered with clinical precision and heartfelt compassion, because both are essential.

No two journeys are the same, so we take time to understand each person's needs, beliefs, fears, hopes, and wishes. Care is tailored, not templated, because expert care begins with being seen and heard.

Behind every moment of care is a skilled team of doctors, nurses, palliative care support workers, social workers, counsellors, therapists, chaplains and volunteers all working together to provide seamless, compassionate support with the patient and their family at its core.

Trustee Associate Trustee

Role Specification

We are looking for a new Trustee or Associate Trustee to augment our team, who share our passion for serving the community and who can help us ensure we can deliver our services today, tomorrow and always. This is a voluntary position working alongside the Board, the Chief Executive, and the Strategic Management Team to ensure we continue to provide our much needed services.

We are particularly keen to hear from individuals with significant health and/or care experience and those with strong community links in Herefordshire and the surrounding areas.

Essential Criteria:

Applicants should have:

- Recent, relevant and varied care or healthcare experience in a senior Nursing, Medical, Allied Health Professional or Social Care role, or
- Significant experience at a senior and/or strategic level within the health and social system
- Experience in the development of integrated care or the implementation of healthcare services or service improvement.
- The professional skills to provide effective oversight of Hospice activities and to offer constructive challenge and support to the Strategic Management Team.
- Excellent communication and interpersonal skills.
- A clear empathy with, and commitment to, the philosophy of hospice care.

Role Expectations:

All Trustees and Associate Trustees are required to:

- Attend 4 Board meetings per year, plus a strategic planning day
- Join one or two Board subcommittees and attend their regular meetings.
- Support the Hospice by attending events throughout the year.

In return, you will bring your experience and expertise to a progressive and highly respected local charity, making a real and lasting contribution to your community.

The intention is for Associate Trustees to become a Trustee after the initial one year period.

However, in certain circumstances a person may remain as an Associate Trustee.

Our commitment to inclusion:

We particularly welcome applications from Black and minority ethnic candidates, younger people, and people with disabilities, as these groups are currently under-represented on our Board.

Trustee & Associate Trustee

Role Specification

How to apply

Please send an up to date CV and covering letter including personal statement to Lisa O'Neil, People Director.
Email: loneil@smhospicehereford.org

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and/or biometric data) in your CV and application documentation. Following this notice, any inclusion of your Sensitive Personal Data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

If you have any queries or would like more information in regard to this document, please contact:

Lisa O'Neil - People Director

E: loneil@smhospicehereford.org

D: 01432 851000