

# Pharmacist Support

Trustee Recruitment Pack

June 2021



## Letter from Chair and Vice Chair



Dear Potential Trustee,

We are really pleased that you are interested in joining our dedicated team of trustees and would like to take this opportunity to give you a flavour of Pharmacist Support and life as a trustee.

The trustee board plays a key role in developing the charity's future strategy and supports the Chief Executive to ensure our small but passionate, hard-working and

dedicated staff team can realise the charity's objectives.

Our board is made up from a mixture of Pharmacy Trustees (those with a pharmacy background) and Lay Trustees (individuals from outside the world of pharmacy who bring key skills and life experiences). Together we ensure the charity is managed in line with its purpose and oversee governance in accordance with the Charity Commission's requirements and expectations. Being a trustee means making decisions that will impact on people's lives and you will be making a difference to the wellbeing of our beneficiaries, 'Our Pharmacy Family'

The charity was originally established as a benevolent fund by the Royal Pharmaceutical Society of Great Britain (RPSGB) in 1841. It became an independent organisation in 2006, and in 2008 a re-launch saw it embark on an ambitious project to raise the charity's profile and develop a range of services identified as more in tune with the needs of pharmacists in the 21st century. It now boasts a suite of high quality, supportive services, as well as an army of ambassadors and fundraisers, and has substantially increased its reach across the sector.

All our trustees appreciate the difficulties of everyday life and that, being part of a profession that cares for others, often means your own needs are last on the list. All of us can fall on hard times, find ourselves in need of advice or just need a person to talk through our anxieties and fears with. As the independent charity for pharmacists and their families, former pharmacists and pharmacy students, Pharmacist Support provides a range of free and confidential services, developed with the issues of the sector in mind, that support those in the profession confronted by difficult circumstances.

Every day we help people facing life changing events and understand the difficulty and uncertainty that results from situations such as a loved one falling ill or a sudden loss of work.

These are challenging times for the pharmacy sector and as a modern-day charity, we must ensure our services remain relevant and useful to those in the profession today.

The benevolent sector has its unique challenges but, supporting those in a caring profession when life is at its most testing, is rewarding. Maybe you're looking for your first experience in the charity world or maybe you have past experience as a trustee, it really doesn't matter. If you are willing to devote the time and bring your skills and lived experiences to the table, you can add value and support a unique charity to achieve our future ambitions.

If you have passion for the people we serve, and skills you feel could benefit our dynamic and innovative charity, you're the type of person we need.

**Regards**

**Stephen Lutener - Chair**

**Regards**

**Anita Cawley - Vice Chair**



## Background

### Who we are

An independent, trusted charity, we provide a wide variety of support services to pharmacists and their families, former pharmacists and pharmacy students. We've listened carefully to people from all sectors of the profession, and deeply understand and empathise with the issues affecting pharmacy today. In our 2019 market research 97% of all potential service users surveyed felt they needed some form of support from the charity with 71% of all respondents citing mental health as a key issue affecting the sector.

We believe in better. We listen, without judgement, and encourage and empower people to create positive change. Each year we provide thousands of acts of support – we make good things happen.

Our connection to the profession is deep. Established by the Royal Pharmaceutical Society of Great Britain (RPSGB) in 1841, the organisation has grown from its Benevolent Fund roots into an independent modern-day charity.

We're proud to be able to support people from such a caring profession, and we'll never give up on what we like to call our pharmacy 'family'.

### Our pharmacy family

The pharmacy profession is changing. Where there were once four major employment routes, there are now approximately 20 different career opportunities. Our beneficiaries are facing many challenges to their mental and physical health and wellbeing, as well as to their financial security.

Increased financial pressures are likely to be felt particularly in independent community pharmacy, and transitions to new emerging sectors are likely to be stressful, with greater uncertainty in employment based on short term funding of initiatives.

Meanwhile, not all students embarking on pharmacy courses will end up registering as pharmacists, and those that do may face increased competition for employment due to developments in technology and an increased role for pharmacy technicians.

It is the role of Pharmacist Support to provide services that meet the changing needs of pharmacists, trainees, pharmacy students and dependants of pharmacists across all sectors. The past decade has seen a significant shift in the demography of our service users; from older and retired pharmacists, widows and widowers of pharmacists to students, pre-registration trainees and working age pharmacists.

### Who we help

- People currently or previously registered on the General Pharmaceutical Council (formerly Royal Pharmaceutical Society of GB) as a pharmacist
- Trainees and students on an MPharm degree course in Great Britain
- People who are financially dependent on a pharmacist or former pharmacist

## What it's like to volunteer for Pharmacist Support

**As a pharmacist who has worked in many facets of pharmacy and being appreciative of the opportunities given to me, I really wanted to be able to play an active role in supporting those members of the profession who have cared for others when they need help themselves.**

**I truly appreciate the commitment of the staff team and volunteers. I love hearing those success stories appreciating that even a small level of support can make such a difference to a person's life.**

**I love helping and supporting people. It is a very positive experience for me and seeing the benefits it provides to others is fantastic. You meet many different people through volunteering and we all can share and learn from each other. I find it a very enriching and humbling experience.**

## Our strategy

We launched an exciting new [five-year strategy](#) in January 2020 with a new vision and mission and redefined values.

### Our Vision

No one in our pharmacy family will face challenging times without us by their side.

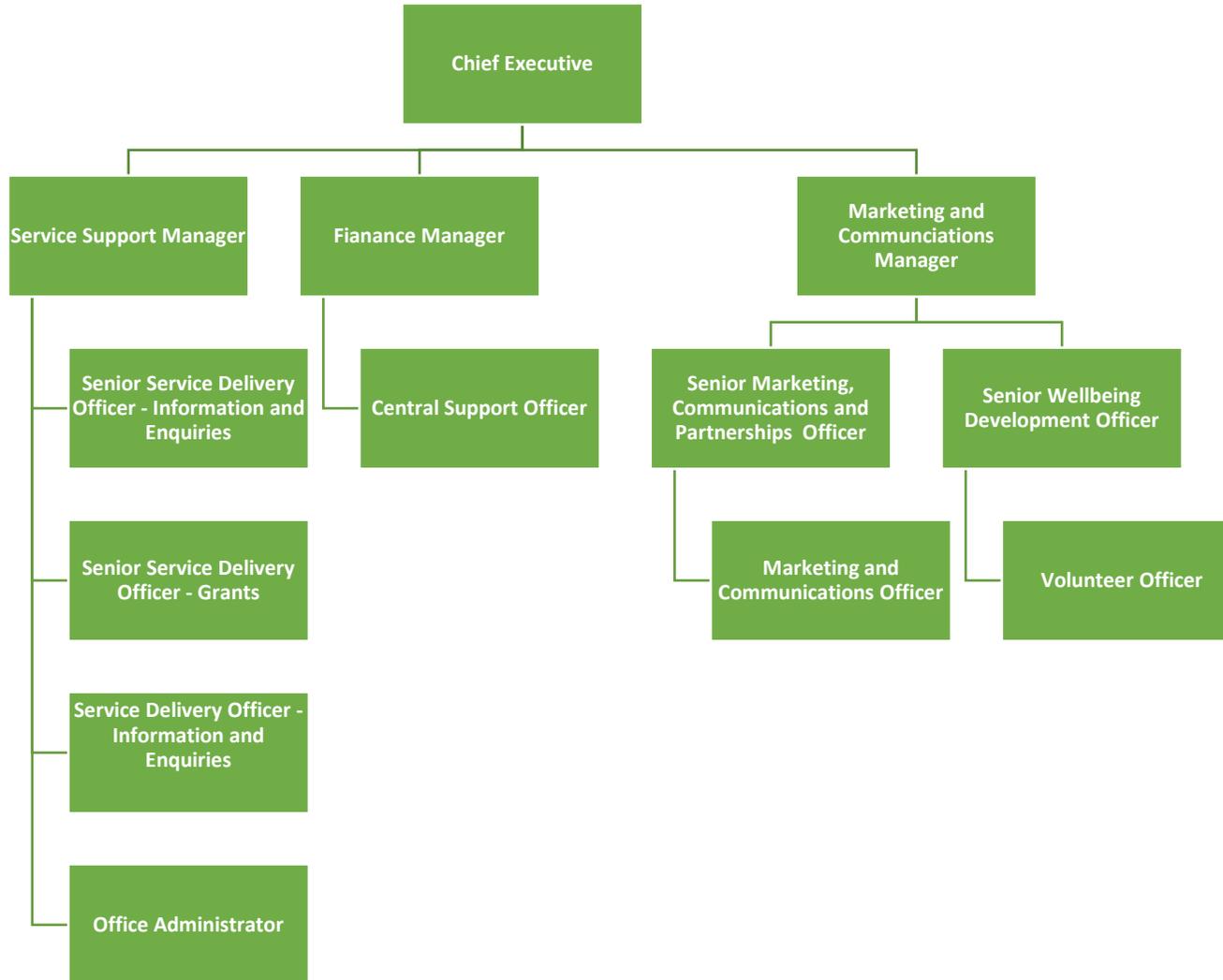


### Our Mission

To champion the wellbeing of our pharmacy family



# Staff Structure



## Key challenges

Like other healthcare professions, pharmacy has been presented with new challenges never experienced before during 2020. Those contacting the charity have experienced a range of issues and worries related to COVID-19 including coping with changes in pharmacy practice, dealing with abusive customers and anxieties around catching and spreading the virus.

Before COVID-19 hit, 61% of pharmacists told us that they needed support managing stress at work. A Workforce Wellbeing Survey carried out with the Royal Pharmaceutical Society in late 2020 suggested that the mental health and wellbeing of the workforce is at best adequate, with existing pressures exacerbated by the pandemic. Almost half of the respondents told us that their mental health was either 'not good' or 'poor'. 54% of respondents believed that COVID-19 had impacted their mental health and wellbeing to a partial extent, while 31% believed it had to a significant extent. 72% of respondents reported that their work had negatively impacted their mental health and wellbeing with reasons including workload, inadequate staffing, long hours and a lack of work-life balance.

Our five-year strategy aims to address the challenges faced by the profession as well the charity, including:

- Increasing awareness of the charity – our market research in 2019 highlighted only 4 in 10 of those in the profession had heard of us.
- Increasing and diversifying income – currently our demand exceeds our income.
- Coping with increased demand and ensuring that we meet the changing needs of our pharmacy family.
- Providing more proactive and reactive support to support the wellbeing of our pharmacy family.

## Key achievements in 2020

2020 marked the first year delivering our new strategy. Some key achievements are outlined below:

- Increased awareness of the charity by 30%. 70% of respondents to our joint workforce wellbeing survey with the RPS said they had heard of the charity, (up from 40% in our market research in 2019).
- Increased our web presence with 149,749 visits to our website – up by 18% on 2019 figures – with our website very much becoming a hub for information and support.
- Provided proactive wellbeing support – we provided 10,107 acts of support over an eight-month period through our new Wardley wellbeing hub.
- Provided 92 grants totalling £76,715, that supported 50 pharmacists, 28 students, 11 trainees and three retired pharmacists.

- Made 221 specialist advice referrals supporting individuals with employment, benefits and debt issues (107 employment; 39 Welfare benefits; 38 Immigration; 34 Debt; 3 Housing). This resulted in significant gains for our beneficiaries, including £94,240 in gains related to employment advice.
- Provided eight final year MPharm students support through our bursary scheme, with awards totalling £34,000.
- Dealt with 1225 enquiries, covering a range of issues - 615 from pharmacists; 317 from trainees and 155 from students (the rest being other/unknown).
- Launched our first ever wellbeing campaign (ACTNow) which provided 6,865 acts of support to over 4,800 individuals.
- Reached 35,000 through online events.
- Enhanced and improved partnership working – including an increase in corporate donations.
- Continued our well-established partnership with the Pharmacists' Defence Association. Through this partnership, formed in September of 2017, the PDA pledged to donate £1 per member to the charity to support our valuable wellbeing work. By 31<sup>st</sup> December 2020 the PDA and its members had donated over £110,000 to Pharmacist Support.



# Trustee Role Description

## Purpose of role:

As a Trustee your role is to safeguard the assets of the charity and ensure that money and other resources are used effectively, in providing relief of financial need, or other distress, as well being used to advance the general health and wellbeing of the charity's beneficiaries.

You will work with other Board members to ensure that Pharmacist Support fulfils its duty to its beneficiaries through its charitable activities and delivers on our vision, mission, and values.

## Key Responsibilities:

- To ensure the charity complies with its governing documents and legislation and pursues its stated objectives always acting in the best interests of the beneficiaries.
- To ensure the charity applies its resources exclusively in pursuance of its stated objectives.
- To contribute actively to defining strategic direction and overall policy setting, defining goals and setting targets, as well as monitoring and evaluating performance against them.
- To safeguard the good name and values of the charity.
- To ensure the effective and efficient management and administration of the charity.
- To support in the monitoring of the performance of the Chief Executive.
- To ensure the financial stability and solvency of the charity, ensuring the proper investment of the charity's funds.
- To use any specific skill, knowledge, or experience to assist the Trustees to reach sound decisions.
- To act as an ambassador for the charity.

The charity and Board are guided by The Charity Commission code of conduct and acceptance and understanding of Lord Nolan's Seven Principles of Public Life - selflessness, integrity, objectivity, openness, honesty, accountability, and leadership.

## Person Specification

We wish to recruit Trustees who can demonstrate they have the life experience to be able to contribute to Pharmacist Support's governance. We are particularly keen to hear from applicants who have some, or all, of the following skills, experience, and qualities:

### Skills and Experience:

- Strong communication and interpersonal skills.
- Creative thinking that can help shape future innovation.
- Experience of reviewing documents upon which recommendations and or decisions need to be made.
- Ability to be analytical and think strategically.
- Understanding of budgetary planning and financial management (practical experience would be an advantage)
- Experience of working in healthcare, life sciences or wellbeing services would be an advantage.
- Experience of bursary and grant administration and/or managing investments would be an advantage.

### Qualities:

- Drive and enthusiasm to make a difference.
- Empathy and passion for helping others.
- A team player who is prepared to air their own views as well as listen and consider the views of others.
- A willingness to learn about the charity sector and the role of the Board of Trustees of a charity.
- Acceptance of the legal duties and responsibilities of a Trustee.
- A willingness and ability to devote the necessary time and effort to ensure adequate preparation for and effective participation in Board of Trustees meetings.
- Awareness of the needs of our pharmacy family.

*Note: previous Board or Trustee experience is not essential as full training will be given*

### Other Information:

**Salary:** Unpaid. Reasonable expenses incurred to facilitate attendance at meetings will be paid.

**Time commitment:** Four trustee board meetings a year. Additionally, trustees are invited to join a sub-committee who meet four times per year.

**Location:** Meetings take place in Manchester (but virtual attendance is also possible, and we are currently also trialling evening meetings).

## Application Process

If you would like to apply for this Trustee position, please send the following:

- An up-to-date CV outlining your employment history, experience/qualifications as well as your contact details.
- A Supporting Statement (no more than 2 x A4 pages)
  - Demonstrating how you meet the criteria outlined in the Person Specification
  - Outlining why you are interested in being a Trustee for Pharmacist Support and what you could bring to the Board of Trustees
  - Where you heard about the role
- Equal Opportunities form (downloadable from the website).

**If you require this information in another format, please do not hesitate to ask.**

If you need more information or would like to talk to us before submitting your application, please email [recruit@pharmacistsupport.org](mailto:recruit@pharmacistsupport.org) and arrangements will be made to contact you.

**Please submit your completed application to [recruit@pharmacistsupport.org](mailto:recruit@pharmacistsupport.org) by 12 noon Monday 2<sup>nd</sup> August 2021.**

### Next Steps:

Activity	Date
Closing date for applications	Monday 2 <sup>nd</sup> August 2021
Interview dates with Pharmacist Support	Wednesday 29 <sup>th</sup> September 2021
	Friday 1 <sup>st</sup> October 2021