

# Pharmacist Support

Trustee Recruitment Pack

2024



## 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 Pharmacist Support board plays a key role in developing the charity's future strategy and supports the Chief Executive to ensure that 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 charity 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**

**Esther Sadler-Williams - Chair**

**Regards**

**Mark Sweeney - 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.

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. 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

Our beneficiaries are facing many challenges to their mental and physical health and wellbeing, as well as to their financial security. 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, trainees and working age pharmacists.

### Who we help

- People currently or previously registered with 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.**

## Our strategy

We are currently in the last year of delivering our [five-year strategy](#) and are in the process of developing an exciting new five-year strategy for the charity. The current strategy saw a shift to focus on overall wellbeing, which has had a very positive impact on those we are here to help. You can read more about our impact here: [Our impact - Pharmacist Support](#)

## Our Vision

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

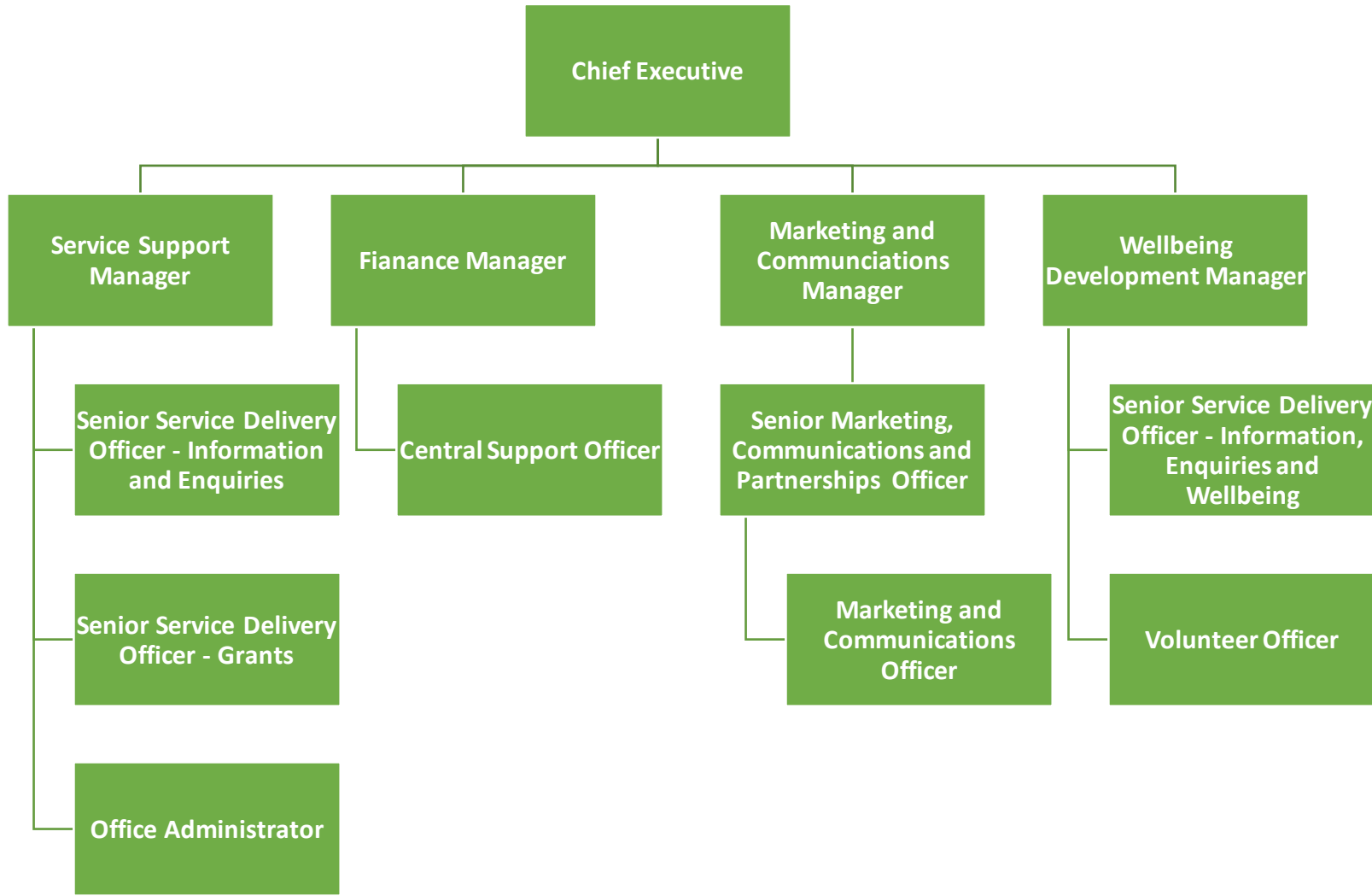


## Our Mission

To champion the wellbeing of our pharmacy family



# Staff Structure



## Key challenges

To ensure that our support meets the needs of those we are here to help, each year we carry out an annual Workforce Wellbeing Survey, in collaboration with the Royal Pharmaceutical Society. In 2023 a total of 1,188 eligible responses were received from pharmacists, pharmaceutical scientists, trainee pharmacists and pharmacy students. The latest [survey](#) highlights key issues impacting the pharmacy profession.



Our five-year strategy aims to address the challenges faced by the profession as well as 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 2023

# Achievements and impact in 2023



NAMED

**Small Charity  
of the Year**

at the Association of  
Charitable Organisations  
Annual Awards

**49% increase**

IN VISITS TO OUR  
CHARITY WEBSITE

**47% increase**

IN WEB PAGES VIEWS  
COMPARED TO 2022



**29% increase**

in the number of people signing-up  
to our annual ACTNow wellbeing  
campaigns compared to 2022

**#ACTNOW**

**23% increase**

in the number of

**GRANTS  
AWARDED**

compared to

**2022**







**100% OF SERVICE SURVEY RESPONDENTS**

stated they would come back to us again if they needed advice or support in the future



mentions of wellbeing in the pharmacy press



**up 69% on 2022**

**49**

applications received for the charity's student bursary with

**£28,500**

awarded to

**NINE**

applicants



**54**

**PEOPLE**



received support from a Listening Friend volunteer - a

**74%**

**INCREASE**

compared to

**2022**



**INCREASE IN THE NUMBER OF SUPPORT CALLS**

provided by our addictions counsellor compared to 2022



**95% OF SERVICE SURVEY RESPONDENTS**

stated that the support they received had a very positive / positive impact on their sense of wellbeing



# 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 as 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, and 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's 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 shape the future of Pharmacist Support and ensure that the charity is well run. We are particularly keen to hear from applicants who have some, or all, of the following skills, experience and qualities:

### **Skills and Experience:**

#### Essential

- 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.
- Is analytical and can think strategically.
- A pharmacist who is/or has been registered with the GPhC.

#### Desirable

- Understanding of budgetary planning and financial management (practical experience would be an advantage).
- Recent experience in community pharmacy.
- Experience of the charity's services.

### **Qualities:**

- Drive and enthusiasm to make a difference.
- Empathy and passion for helping others.
- A team player who is comfortable airing their own views as well as listening and considering 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 trustee meetings.
- Awareness of the needs of our pharmacy family.

*Note: previous 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:** Board meetings take place in Manchester (but virtual attendance is also possible on occasion). Sub-committee meetings are held virtually and in the evening.

## 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 7<sup>th</sup> June 2024.**

### Next Steps:

Activity	Date
Closing date for applications	12 noon 7 <sup>th</sup> June 2024
Interview dates with Pharmacist Support	8 <sup>th</sup> July 2024 in Manchester