



# TRUSTEES INFORMATION PACK







# INTRODUCTION

Dear Candidate,

Thank you for your interest in Crossroads. We are delighted you are considering applying to be a Trustee with us.

Crossroads is a charity registered in the Isle of Man that provides support and services to carers and people with care needs.

This Trustee information pack includes details about what we do and the range of services we provide. It also outlines what we aim to achieve and some highlights from the last 12 months which we are incredibly proud of.

As we continue to develop our organisation, we are looking for a new Board member to help us on our journey and make a real difference to carers and their loved ones. By becoming a Crossroads Trustee, you will be joining our welcoming Board and will be responsible for ensuring our vision, mission and values are delivering the best outcomes for the people we support. You will also help to set the direction of our charity and how this can be implemented. A more detailed

specification can be found in this pack, as well as the legal responsibilities of our Trustees.

We are extremely passionate about the work we do and envision a community that recognises, respects, values, and supports carers and those with care needs living in the Isle of Man. If you would like to help us achieve this goal and join our dedicated team, we would love to hear from you.

Yours sincerely,

**Jackie Betteridge**  
Chief Executive Officer

**Kevin Willson**  
Chairperson



# WHAT WE DO



## ABOUT US

Crossroads is an Isle of Man based charity that provides support to carers and people with care needs no matter their disability, age or illness. Established in 1988, we have been providing services to local carers for 35 years.

Our services are about improving the lives of carers by giving them time to themselves and have a break from caring.

Our support workers take over the care responsibilities to create immediate and sustained respite giving carers time to be themselves away from their caring role.

We are the leading provider of practical and emotional support for carers in the Isle of Man and the only on island service provider whose main focus is on the carer.

# ABOUT CARERS

A carer is someone who provides unpaid care and support to a family member, friend, partner or neighbour whose health and well-being would suffer without their help. This could be due to illness, disability, frailty, a mental health issue or addiction or substance misuse problems.

A carer can be a person of any age, from a child to an adult. A parent carer is a parent or guardian who provides care and support to their child due to disability, illness or complex care needs. Parent carers are likely to support their child for many months or years and can continue after some children have begun living independently.

A young carer is a person under 18 who helps look after someone in their family, such as a parent or sibling, who has an illness, disability or mental health issue.

Carers may care for more than one person, and some themselves may have a disability or illness. 3 in 5 people will become a carer at some point in their life, sometimes more than once.

Anyone can become a carer, at any time, due to a sudden event such as an accident, or through a gradual process when a person's physical or mental health slowly deteriorates.

Carers can provide both practical and emotional support to the people they care for. The type and amount of support provided may vary considerably from carer to carer depending upon individual needs.

Therefore, it is not possible to fully define the role of a carer. Caring roles can vary over time and can be difficult to predict from day to day. The role of caring will therefore not be the same for everyone.

**3 IN 5  
PEOPLE  
WILL BECOME  
A CARER  
DURING THEIR  
LIFETIME**



# OUR VISION, MISSION AND VALUES

## VISION

Crossroads wants a community that respects, values, and supports carers and those with care needs living in the Isle of Man.

## MISSION

Our mission is to improve the lives of carers and those with care needs in the Isle of Man.

- We deliver, quality, responsive and person-centred care services
- We promote the role and needs of local carers and people with care needs
- We champion the rights of carers and those with care needs and campaign for change
- We ensure our services are accessed by and meet the needs of hard to reach carers
- We work in partnership with local and national organisations to implement and develop new and innovative services which support the changing needs of carers
- We support people with care needs be a part of the local

community through initiatives designed to promote independence and self belief

- We develop appropriate services accessible to the whole community
- We ensure all carers receive the support and services they need to enable them to continue in their caring role for as long as they wish to do so

## VALUES

- Delivering excellence and professionalism in care
- Respecting and being inclusive of all care experiences and embracing diversity
- Compassion and understanding
- Communicating and listening, openly and honestly
- Innovation in developing services
- Encouraging internal and external teamwork
- Safeguarding and promoting welfare and wellbeing
- Commitment to our carers and service users

# OUR SERVICES

**CARE AT HOME:** our support workers take over the care responsibilities creating immediate and sustained respite.

**PREMIUM PROJECT:** a high quality day service for older people and adults with disabilities.

**ASK:** an independent living support service.

**SOCIAL CLUB:** a doorway for adults with disabilities to strive to achieve small measures of independence.

**CROSSROADS COMMUNITY VENTURE (CCV):** a scheme for adults with learning disabilities which provides employment training and supported placements.

**CROSSROADS NURSERY:** a fully inclusive nursery.

**NURSERY OUTREACH:** a scheme that supports children with care needs integrate into mainstream preschool services.

**YOUNG CARERS:** fortnightly sessions for young carers aged between 5 and 18.

**HOLIDAY SCHEME:** activity sessions for children with complex care needs during the school holidays.

**CROSSROADS MANX WORKSHOP:** a Workshop that employs adults with long term health conditions and disabilities.

**BENEFITS SUPPORT:** a support service that offers assistance with Disability Living Allowance and Attendance Allowance forms.



# STRATEGIC AIMS

## 1. WORK TOGETHER

Crossroads is dedicated to developing partnerships with Manx Care, the Isle of Man Government and other statutory and third sector organisations to continue championing the rights of carers.

## 2. PROMOTE INDEPENDENT ADVOCACY

We are working to develop independent advocacy and psychological support for carers in the Isle of Man

## 3. IMPROVE HEALTH AND WELLBEING

The positive wellbeing and mental health of carers is essential in their ability to continue caring, and we aim to provide them with the support they need to achieve this.

## 4. DEVELOP AND DELIVER SERVICES

We are committed to ensuring our service provision meets the expectations of our service users and carers. We also continually review our services to ensure they are offering the best support possible.

IT IS ESTIMATED  
**THERE ARE  
10,000  
CARERS  
LIVING IN THE  
ISLE OF MAN**

**UNPAID CARERS  
SAVE OUR  
ECONOMY  
MILLIONS  
OF POUNDS  
EVERY YEAR**

**THERE ARE  
OVER 1,000  
YOUNG  
CARERS  
LIVING IN THE  
ISLE OF MAN**



# OUR 2022 ACHIEVEMENTS

Over the course of 2022, Crossroads continued to grow and deliver services to support the needs of carers and their loved ones in the Isle of Man.

We are delighted to share some of our key achievements from the past year.



Through our services, we provided over 150,000 hours of care to carers and people with care needs.



Crossroads was the first domiciliary care provider on Island to undergo the inspection process under the Care Quality Commission (CQC). Crossroads was found to be safe, effective, caring responsive and well-led in accordance with the inspection framework.



Crossroads published a Carers Strategy and Young Carers Strategy which have helped influence Isle of Man Government and Manx Care objectives and policies.



At the 2022 Awards for Excellence, Crossroads was one of three finalists in the Freedom to Flourish category.



Through our Benefits Support service, we completed 157 applications for disability benefits.



We took 37 children off our Young Carers waiting list by offering them regular sessions.

# ROLE OF TRUSTEES

## LEGAL RESPONSIBILITIES

Charity trustees have the following responsibilities:

- ensuring that your charity is carrying out the purpose for which it is set up;
- ensuring that your charity is being operated in compliance with its governing document and the law;
- acting in the best interests of your charity;
- managing your charity's resources responsibly;
- acting with reasonable care and skill; and
- ensuring your charity is accountable

## OTHER RESPONSIBILITIES

- To contribute actively to the Board's role
- To safeguard the good name and values of Crossroads
- To ensure the effective and efficient administration of the organisation
- To ensure the proper investment of the charity's funds
- To ensure the financial stability of the organisation
- To ensure safeguarding practices are in place across the organisation
- To appoint and monitor the performance of the Chief Executive

## MEETINGS

Trustees are expected to attend Board meetings which are held four times a year. Meetings usually take place on a weekday at the Crossroads Head Office at Eden Business Park, Braddan, Isle of Man, IM4 2AY.

Trustees are also required to adhere to Crossroads' Code of Conduct for Trustees which sets out what is expected of Trustees.

Trustees will also be given a guidance document.



# PERSON SPECIFICATION

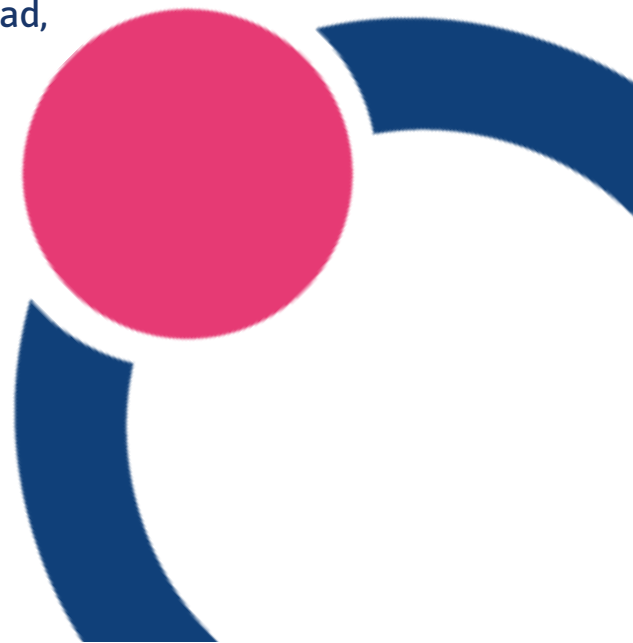
- A commitment to the vision, mission and values of Crossroads
- A willingness to devote the necessary time and effort to being a Trustee
- Strategic vision
- Good, independent judgement
- An ability to think creatively
- A willingness to listen
- A willingness to speak their mind and do the right thing
- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- An ability to work effectively as a member of a team
- A willingness to uphold Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty, and leadership
- Knowledge of carers' needs and the issues they face
- A willingness to be involved with fundraising projects and activities that may involve evening or weekend commitment

## HOW TO APPLY

To apply for the role of Trustee, please complete an application form and send back to Gill Leece, HR Manager, at [gleece@crossroadsiom.org](mailto:gleece@crossroadsiom.org). The application form can be found on our website.

We can also send you a paper copy of the form which can be posted back to us at Units B5 & B6, Eden Business Park, Cooil Road, Braddan, Isle of Man, IM4 2AY.

If you have any questions about this role, or would like to have an informal chat about what it will involve, please get in touch.





Units B5 & B6  
Eden Business Park  
Coil Road  
Braddan  
Isle of Man  
IM4 2AY

01624 673103

[info@crossroadsiom.org](mailto:info@crossroadsiom.org)

[www.crossroadsiom.org](http://www.crossroadsiom.org)

Isle of Man Registered Charity Number 383  
Isle of Man Registered Company Number 094192C

