



CHARITY COMMISSION
FOR ENGLAND AND WALES

Trustees' Annual Report for the period

From 05/04/24 To 04/04/25

Charity name: Friends Reaching Out

Charity registration number: 1032163

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	The relief of poverty and the advancement of education for orphans and vulnerable children and young people in Uganda. This will be established through working to support families in our local community and housing needy children in our homes as well as supporting children to stay with extended family where possible. Paying for school, college & university fees as well as vocational training. Providing food & shelter.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	<p>Friends Reaching Out (FRO) raises funds to support the work of Friends of Disadvantaged Children in Uganda through providing resources to care for orphans and vulnerable children. Sponsorship and funds provide the following:</p> <ul style="list-style-type: none">● Food for all the children and staff in our project.● Free entry to our primary school for our sponsored children.● Education costs for further and higher education such as vocational, A level and university courses.● Clothes and medical care for our sponsored children.

		<ul style="list-style-type: none"> ● Building and maintaining school classrooms and facilities.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	All funds have been spent in accordance with the key objectives of the charity. As Trustees we have due regard for the Charity Commission's guidance on public benefit and we ensure that our activities comply with this.

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	N/A
Policy on social investment including program related investment	Para 1.38	N/A
Contribution made by volunteers	Para 1.38	<p>Our volunteers contribute a significant amount to helping us run the charity. No one from the UK team is paid and they are all volunteers. These dedicated volunteers play a vital role in supporting our mission. They assist with fundraising in a wide range of ways, such as making and donating items for sale, as well as helping us to organise events, including sponsored walks and other community activities. Volunteers also contribute by promoting our charity through media channels and various online platforms, helping us to raise awareness and engage with a larger audience. In addition, they provide valuable assistance with essential tasks such as administration, bookkeeping, and marketing efforts, ensuring our operations run smoothly and effectively.</p> <p>We are incredibly grateful to all those who give their time and energy to help us in these important roles. Their ongoing support is invaluable to the success of our charity. Without their commitment and hard work, we would not be able to function and serve the community in the</p>

		way that we do today.
Other		N/A

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>The work of Friends Reaching Out continues to make a tangible impact in the lives of the children and families in rural Uganda. Through the provision of education, welfare, and support for orphaned and disadvantaged children, we have been able to fulfil our aims and objectives. The dedication of our staff, volunteers, and supporters has been instrumental in making these successes possible.</p> <p>The focus of our work in Uganda continues to be the education, care, and support of children in Kapeeka and the surrounding areas. We work to support some of the poorest and most vulnerable families and children in Uganda, providing them with opportunities they would otherwise not have and for these children to reach their potential. Education is seen as a pathway out of poverty, which is why school attendance remains high, with many families seeing it as the key to a better future.</p> <p>Over this past year, we have seen more development and progress of our school facilities. The main achievement was that we completed our new administration block. This block has offices of staff member, a bursar's office, staff room and medial room. We have been able to fit out our classrooms with new furniture specifically for our lower primary children.</p> <p>Key activities undertaken over the past</p>

		<p>year have included:</p> <ul style="list-style-type: none"> ● Operating a primary school that provides education to over 300 children from local families, enabling them to access quality learning opportunities. ● Offering further education opportunities, including A-Level courses, vocational training, and diploma courses, to help students gain valuable skills for their future careers. ● Providing employment to local staff, benefiting the community and supporting the local economy. ● Offering food, shelter, and health care to children living in the villages of Kadunda and Kisimula, ensuring their basic needs are met. ● Directly supporting children through sponsorship, with assistance provided to the following students: <ul style="list-style-type: none"> • 20 Primary School children • 13 Secondary School pupils • 1 University student studying medicine. • 1 Nursing training student • 1 Electrical engineering student • 1 Special education and disability support for one young person, ensuring that they have the resources and care they need to thrive. <p>As we move forward, we remain committed to expanding our reach and making a meaningful difference in the lives of the children and families we serve.</p>
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Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	<ol style="list-style-type: none"> 1. Objective: Provide Access to Quality Education <ul style="list-style-type: none"> o Achievement: Successfully operating a primary school with over 300 children enrolled,
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		<p>offering them an education they otherwise wouldn't have had access to.</p> <ul style="list-style-type: none"> o Achievement: Offering secondary and further education, including vocational, diploma, and A-Level courses, to students, helping them pursue higher education and career opportunities. <p>2. Objective: Improve Infrastructure and Learning Environment</p> <ul style="list-style-type: none"> o Achievement: Completion of a new administration block and improvements to school facilities, including classrooms, sanitation, and safety measures, ensuring a better environment for both students and staff. o Achievement: Enhanced learning resources such as books, technology, and educational materials made available to students. <p>3. Objective: Provide Financial Support Through Sponsorship</p> <ul style="list-style-type: none"> o Achievement: Secured sponsorship for 20 primary school children, 13 secondary school students, and a university student (in fields like medicine, nursing, engineering, etc.), ensuring they have the financial means to continue their education. o Achievement: Facilitated sponsorships that allowed students to receive free primary and secondary education as well as university degrees and vocational training in key areas, such as, medical, teaching, and technical fields. <p>4. Objective: Offer Welfare and Care Services to Vulnerable Children</p> <ul style="list-style-type: none"> o Achievement: Provided essential services such as food, shelter, and healthcare for children in rural areas like Kadunda and Kisimula, ensuring their basic needs were met. o Achievement: Continued support for children with disabilities, ensuring they received the
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		<p>specialised care and resources necessary for their growth and development.</p> <ol style="list-style-type: none"> 5. Objective: Foster Community Engagement and Employment <ul style="list-style-type: none"> o Achievement: Created local employment opportunities for over 30 staff members, strengthening the local economy and providing sustainable income sources for community members. o Achievement: Actively engaged the local community in the school's activities, PTA encouraging local ownership and involvement in education and welfare programs. 6. Objective: Increase Awareness and Fundraising for Education <ul style="list-style-type: none"> o Achievement: Successfully ran fundraising campaigns, raising funds to support the school's activities and infrastructure development, including the new administration block. o Achievement: Promoted the charity's work through local media, social media, and outreach events, raising awareness and attracting new donors and supporters. 7. Objective: Develop and Implement Monitoring and Evaluation Systems <ul style="list-style-type: none"> o Achievement: Established effective monitoring and evaluation systems to track student progress, the impact of sponsorship, and overall school performance, ensuring accountability and transparency. o Achievement: Collected data on student outcomes, including exam pass rates, graduation rates, and post-graduation employment, to measure the effectiveness of educational interventions. <p>By highlighting these achievements against specific objectives, the charity can demonstrate the tangible impact of its work, showing progress in both the immediate needs of children and long-term sustainable solutions for education</p>
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		<p>and community development.</p> <p>We continue to evaluate our support levels, and we are working towards making the project sustainable and self financing.</p> <p>Each academic year we aspire to cover the salary of a teacher's/staff members salary. This has been a successful strategy in making the school plan for sustainability and long-term financial independence from the UK charity.</p> <p>Salaries of four members of staff are now covered from school fees paid for by non sponsored children's families. This has resulted in a 5% saving on our annual staff salary payments. The savings will continue to help us to improve on the learning environment for our children.</p> <p>We are continually monitoring our effectiveness and impact on the children and families we support.</p> <p>We will continue to adapt our work to meet the changing needs of the communities we work with. Our goal is to develop and improve the services and the care we offer to the lives of orphans and vulnerable children in the Kapeeka district.</p>
Performance of fundraising activities against objectives set	Para 1.41	<p>Fundraising for the financial period amounted to £2,886.33.</p> <p>The majority of our fundraising donations came through the generous giving from the members of the Epsom Chinese Church. We are very grateful to them for committing to working with us and helping us. In Feb 2025 11 members of the Chinese church community came out to the project for a week. They participated in distributing gifts to our children, taking lessons at the school and serving in the local church and in various outreach opportunities.</p> <p>Thank also go to Lee Street Church in Horley who take up offering for us at their Christmas services.</p>

		<p>Regular donations are also made by Kingsbridge Baptist Church which we are grateful for.</p> <p>Christian Life Centre in Horsham also contributes and support the charity by giving time off for the chairman to visit the project and time for administration when needed.</p> <p>In Feb we organised a quiz night which raised much needed fund and was an opportunity to thank in person our supporters. It was a fun evening with games, a quiz and food. Several generous donations to the charity were made on the night.</p> <p>Other donations recorded as fundraising came through individuals making special one-off donations.</p> <p>Next year we plan on applying to grant giving foundations and Trusts for support. We have put together an appeal document outlining our work, our vision for the future and budget. We have a database of over 200 trusts and grant giving foundations that will will be applying to and we hope that the fundraising total will be much more next year than this from these applications.</p>
Investment performance against objectives	Para 1.41	FRO has no financial investments.
Other		N/A

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	<p>Regular sponsorship and donations have remained consistent compared to the past financial year.</p> <p>Our total income for the year was £60,166.00 compared to £62,609.00 the previous year.</p> <p>Regular giving increased to £33,411.00 excluding gifts, donations and gift aid. Other gifts and donations amounted to</p>
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		<p>£26,752.00.</p> <p>Income would have been even more down on last year had it not been for a large donation that came in on the last day of the financial year. This was giving towards helping to improve the cooking facilities.</p> <p>We were able to reclaim £5,463.00. in Gift Aid repayments.</p> <p>We are very grateful to all the churches and individuals that have donated and raised funds for our charity.</p> <p>The year closing balance was £28,110.00.</p> <p>Below is a breakdown of the restricted fund amounts:</p> <ul style="list-style-type: none"> ● £1,958 - Books, uniforms, shoes ● Total - £1,958
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	The charity will hold 3 months of core running costs in the UK account in case the charity needs to be closed. These funds will be used to cover staff salary costs and any outstanding educational bills or associated expenses for winding up the charity.
Amount of reserves held	Para 1.22	Three months running costs, in accordance with our reserves policy, have been allocated which amounts to £6000.
Reasons for holding zero reserves	Para 1.22	N/A
Details of fund materially in deficit	Para 1.24	N/A
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	N/A

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	<p>The charity's principal source of funds comes through regular sponsorship.</p> <p>Other funds are received through one off</p>
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		<p>donations, fundraising events (such as our annual quiz), collections from local supporters such as schools and churches.</p> <p>We hope to apply to grant giving foundations in the future ,however in this financial year we haven't. In the last financial year we did not employ the fundraiser.</p> <p>All funds spent during the financial year have been in support of the key objectives of the charity.</p>
Investment policy and objectives including any social investment policy adopted	Para 1.46	FRO does not have any investments, and therefore, has no investment policy.
A description of the principal risks facing the charity	Para 1.46	<p>FRO continues to work to widen the field of supporters and sponsors. As a small charity that started with friends of friends supporting the work, the need for new sponsors is a real necessity. The need always outstrips the support.</p> <p>Communication and working cross culturally is one of our greatest challenges. Regular trustee's visits are essential to the continued management and oversight of the project.</p> <p>Fundraising is another area that we need to work to strengthen. Although we have regular supporters giving monthly sponsorship, we still are reliant on one off donations and fundraising for special projects.</p>
Other		N/A

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	Trust deed - dated 10 th May 1993 and amended Jan 2018.

How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	Trust.
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Appointed by Trustees.

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	<p>All trustees are required to read and agree to adhere to guidelines of “The Essential Trustee”. Trustees are updated regularly, and further training is available upon request.</p> <p>The Trustees have all read and signed the safeguarding policy and have been given training on GDPR.</p>
The charity’s organisational structure and any wider network with which the charity works	Para 1.51	<p>The Trustees are responsible for ensuring that FRO operates within its remit from the Charity Commission and according to its charitable objects.</p> <p>In the past we have worked with a professional fundraiser and have drawn up a basic agreement for this. In this last financial year we haven’t engaged her in this work.</p>
Relationship with any related parties	Para 1.51	FRO works in partnership with Friends of Disadvantaged Children that facilitate the work in Uganda. FODC is a registered Community Based Organisation in Uganda.
Other		The Trustees have a duty to identify and review any risks, which the charity may be exposed to. The Trustees also ensure that appropriate controls are in place to provide reasonable assurance against fraud and error.

Reference and Administrative details

Charity name	Friends Reaching Out
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Other name the charity uses	N/A
Registered charity number	1032163
Charity's principal address	7 Maple Close Horsham RH12 4EZ WSX

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stephen Fishpool	Chairman		Trustee of FRO
2	Joy Dale			Trustee of FRO
3	Robert Davidge			Trustee of FRO
4	Jerry Lee	Secretary		Trustee of FRO
5	Alison Fishpool			Trustee of FRO

Corporate trustees – names of the directors at the date the report was approved

Director name		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	N/A
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	N/A
Details of arrangements for safe custody and	N/A

segregation of such assets from the charity's own assets	
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Additional information (optional)

Names and addresses of advisers (Optional information)

	Type of adviser	Name	Address
	Name of chief executive or names of senior staff members (Optional information)		

Exemptions from disclosure

Reason for non-disclosure of key personnel details

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Other optional information

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Declarations

Signature(s)	S.Fishpool	
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Full name(s)	S. Fishpool	
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Position (eg Secretary, Chair, etc)	Chairman	
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Date	25 th July 2025
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FRIENDS REACHING OUT

FINANCIAL STATEMENT FOR YEAR TO 5TH APRIL, 2025

	2025		2024	2025 to 2024
INCOME		INCOME		
Regular Donations	£33,411.89	Regular Donations	£31,617.93	£1,793.96
Gifts & Giving	£18,204.29	Gifts & Giving	£19,999.93	-£1,795.64
Building Project Donations	£200.00	Building Project Donations	£0.00	£200.00
Fundraising	£2,886.33	Fundraising	£4,053.27	-£1,166.94
Gift Aid Claims	£5,462.61	Gift Aid Claims	£6,937.92	-£1,475.31
Legacy	£0.00	Legacy	£0.00	£0.00
Volunteer Programme	£0.00	Volunteer Programme	£0.00	£0.00
TOTAL INCOME	£60,165.12	TOTAL INCOME	£62,609.05	-£2,443.93
LESS: EXPENDITURE		LESS: EXPENDITURE		
Salaries - Project Staff	£7,862.90	Salaries - Project Staff	£10,808.40	-£2,945.50
Salaries - Kisimula School Teachers	£9,416.99	Salaries - Kisimula School Teachers	£10,306.89	-£889.90
Salaries - Loan Advance	£693.92	Salaries - Loan Advance	£1,279.06	-£585.14
Salaries - Loan Recovery	-£202.69	Salaries - Loan Recovery	-£1,664.68	£1,461.99
Total Salaries	£17,771.12	Total Salaries	£20,729.67	-£2,958.55
Primary School Fees & Requirements	£400.93	Primary School Fees & Requirements	£281.48	£119.45
Secondary School Fees & requirements	£5,891.89	Secondary School Fees & requirements	£6,164.79	-£272.90
Further Education Fees & Requirements	£2,477.30	Further Education Fees & Requirements	£10,352.64	-£7,875.34
Total Education costs	£8,770.12	Total Education costs	£16,798.91	-£8,028.79
Food & Rent (Transitional support)	£494.99	Food & Rent (Transitional support)	£489.90	£5.09
Food Costs (General)	£4,134.48	Food Costs (General)	£5,099.73	-£965.25
Medical Care & Treatment	£388.74	Medical Care & Treatment	£1,931.85	-£1,543.11
Welfare & QOL Costs	£846.48	Welfare & QOL Costs	£597.96	£248.52
School Development	£13,717.00	School Development	£35,822.53	-£22,105.53
Project Development	£338.27	Project Development	£0.00	£338.27
Total Development	£14,055.27	Total Development	£35,822.53	-£21,767.26
Repairs & Maintenance	£96.27	Repairs & Maintenance	£190.22	-£93.95
Agriculture	£858.33	Agriculture	£0.00	£858.33
School Overheads	£0.00	School Overheads	£0.00	£0.00
Transport & Fuel	£337.77	Transport & Fuel	£314.77	£23.00
UGD Utilities	£143.71	UGD Utilities	£68.26	£75.45
UGD Admin & Office	£870.91	UGD Admin & Office	£1,558.55	-£687.64
Outreach	£442.39	Outreach	£1,285.53	-£843.14
Gifts	£263.60	Gifts	£624.72	-£361.12
Miscellaneous	£0.00	Miscellaneous	£0.00	£0.00
Volunteer Programme	£519.70	Volunteer Programme	£0.00	£519.70
Oversight Visits	£1,346.13	Oversight Visits	£1,331.74	£14.39
Fundraising	£882.00	Fundraising	£485.59	£396.41
UK Admin & Office	£790.79	UK Admin & Office	£1,060.17	-£269.38
Bank Charges	£275.99	Bank Charges	£322.30	-£46.31
TOTAL EXPENSES	£53,288.79	TOTAL EXPENSES	£88,712.40	-£35,423.61
CREDIT/DEFECIT	£6,876.33	CREDIT/DEFECIT	-£26,103.35	£32,979.68
YEAR OPENING ACCOUNT BALANCE	£21,234.50	YEAR OPENING ACCOUNT BALANCE	£47,337.85	
ANNUAL CREDIT/DEFECIT	£6,876.33	ANNUAL CREDIT/DEFECIT	-£26,103.35	
YEAR CLOSING ACCOUNT BALANCE	£28,110.83	YEAR CLOSING ACCOUNT BALANCE	£21,234.50	



Job Description and Person Specification

Job Description

Job Title	Chaplain
Band	6
Hours	22.5 (flexibility may be possible)
Department	Chaplaincy
Division	Patient Experience, Engagement and Involvement
Location / Hospital Site	Multiple
Responsible to	Head of Chaplaincy
Accountable to	Director of Patient Experience, Engagement and Involvement
DBS Level	Enhanced
DBS Barring	Yes
DBS Workforce	Adult and Child

Role Summary

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide excellent care every time.

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

In support and furtherance of these values, the Trust's chaplaincy service provides spiritual religious and pastoral care to patients, their visitors and staff. The Chaplain will deliver spiritual, pastoral and ethical religious support to patients, staff and visitors over one or more sites.

Key Working Relationships

The post holder's key working relationships will be with:

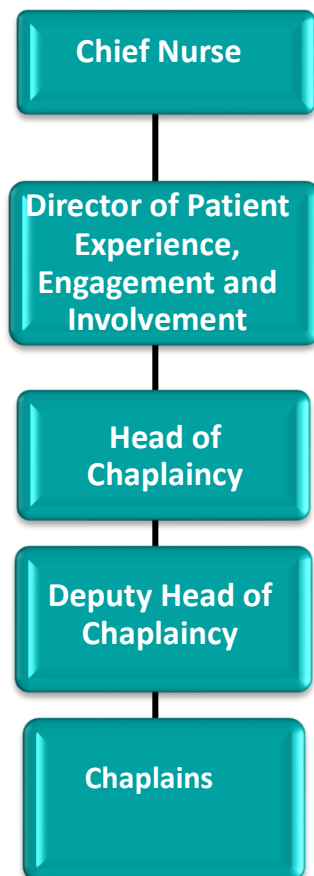
Internal:

- Corporate and clinical service leaders, including the clinical divisions, communications, information, the Trust charities, digital, estates and research and innovation
- Wider patient experience teams
- Volunteering services
- Patients and their representatives
- Staff

External:

- Diocese
- Community organisations
- ICS partners across the health and care economy in Sussex
- Regional networks

Structure Chart



Main Duties and Responsibilities

To directly deliver chaplaincy services that effectively:

- Provide regular 1:1 spiritual counselling and care
- Regular unsupervised on-call duties across all adult and children's hospitals within University Hospitals Sussex
- Discern emotional and spiritual needs
- Arrange appropriate response with available resources
- Provide regular unsupervised support and strength
- Act as a spiritual, pastoral and ethical religious resource
- Assist when necessary and appropriate with emergency marriages, civil partnerships, baptisms and blessings
- Provide on-call access when a major incident is declared across all, adult and children's hospitals within University Hospitals Sussex
- When on-call to have responsibility for responding appropriately to all calls across all adult and children's hospitals within University Hospitals Sussex relating to spiritual and religious care

Communication

- To be a skilled and empathetic communicator, to be able to establish and maintain relationships, sometimes in emotionally challenging and hostile environments and to lead, coach and inspire the chaplaincy teams to also fulfil these requirements.
- To be able to negotiate and work within highly complex and sensitive situations and to provide acting as a strategic point of advice on spiritual practice and care for both chaplaincy teams and wider trust leaders.

Service Delivery and Improvement

- To develop Chaplaincy and spiritual care services alongside colleagues. To undertake such duties as directed by the Lead Chaplain as needs demand.
- To be able to make specialised independent judgements regarding spiritual care, dependent upon situation.
- To respond to Major Incidents on behalf of the Chaplaincy – Spiritual Care Team. To be Chaplain on-call as required.
- To conduct services of public worship, thanksgiving or commemoration regularly in the hospitals, in accordance with own religious or belief tradition and ecumenically as required, and to administer faith community rites and practices to patients on the wards, and to otherwise provide for people who are unable to remain in contact with their faith or belief community.
- To conduct funerals where appropriate, and to advise, or to seek advice, on all spiritual aspects of bereavement (pre and post death) care and funerals. To

take part in or lead such memorial services and other corporate or public events as the Trust requires.

- To maintain the highest quality of service required through the agreed national, Trust and department standards, and the Trust and department objectives.
- To maintain activity and audit sheets
- To assist in the production of information sheets and leaflets for the chaplaincy service.

People Management and Development

- To be available where opportunity arises to co-operate in the training of students, and to try and ensure all new members of Trust staff are familiar with the workings of the Chaplaincy – Spiritual Care Department.
- To be able to offer such training to the Trust as required for their own particular faith or belief community and to be willing to be trained in order to offer specialised training in spiritual, ethical, cultural and multi-faith issues.

Patient Care Delivery

- As part of the team, regularly offer 24-hour cover for religious and spiritual counselling needs, specifically overnight generic on-calls each week and such weekday and weekend work and extra overnight on-calls as may be deemed necessary by the Chaplaincy – Spiritual Care Department to cover adult and children's hospitals within University Hospitals Sussex
- To offer regular emergency generic cover to all adult and children's hospitals wards across University Hospitals Sussex, face to face or if that is not possible remotely.
- To be able to respond to A&E and to emergencies as the Duty Chaplain across all adult and children's hospitals across University Hospitals Sussex.

Learning and Development

- Support training and education available across the organisation in relation to chaplaincy
- Participation in and delivery of training, including developing and deliver training / educational materials and presentations through organised sessions to promote staff and patient support
- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager

- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

‘excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:

- Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
- The patient being at the heart of every element of change
- Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
- Continuous improvement of our services through small steps of change
- Constantly testing the patient pathway to see how we can develop
- Encouraging frontline staff to lead the redesign processes
- Equal voices for all
- Engagement of staff is a big factor in job performance.
- Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities. Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective. All staff have a duty to report any behaviours which contravene this to their managers.

Workplace and Environmental Factors

Physical	<p>Standard keyboard skills</p> <p>A combination of sitting, standing and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.</p> <p>Ability to travel across sites</p>
Emotional	<p>There will be regular/ frequent exposure to distressing or emotional circumstances.</p>

Mental	There is a frequent requirement for concentration in the day to day work where the work can be unpredictable.
Working Conditions	Occasional exposure to unpleasant working conditions or hazards.

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Experience/Qualifications	<p>Authorised, licenced or ordained person / minister / priest or pastoral carer in good standing with their authorising / licencing / ordaining or belief / faith / religious authority or equivalent community organisation. Christian applicants will be a member of one of the churches affiliated and registered with Churches Together in Great Britain and Northern Ireland.</p> <p>Academic qualifications leading to ordination, licencing or authorisation in belief, spiritual and or religious care.</p> <p>Substantial education in healthcare, or theology/religious studies</p> <p>To be registered / accredited to a recognised UK national Chaplaincy organisation providing standards and guidance for professional Chaplains or be prepared to work to the standards and codes of conduct of such an organisation.</p>	AF, I, A	<p>Registered with UK Board of Healthcare Chaplaincy.</p> <p>Counselling qualification or substantial training.</p> <p>Training or substantial experience in adult education or pastoral supervision.</p>	AF, I, A

<p>Skills</p>	<p>To have had extensive pastoral experience of caring for those requiring hospitalisation or appropriate transferrable skills.</p> <p>To have extensive experience of visiting / working in a healthcare setting or appropriate transferrable skills.</p> <p>To be able to demonstrate appreciable empathy and support for people regardless of religion or belief.</p> <p>To be able to demonstrate substantive knowledge of spiritual care and how this is applied in diverse belief, faith and cultural traditions.</p> <p>To be aware of the need to listen before responding and to recognise that you are part of a team of people working towards the patient's best interest.</p> <p>To be prepared to talk about faith, religion and belief when appropriately required.</p> <p>Ability to build compassionate pastoral relationships.</p> <p>Excellent interpersonal skills.</p> <p>Ability to provide complex spiritual care for patients experiencing emotional and spiritual pain related to acute, chronic and terminal illness.</p> <p>Ability to provide spiritual care for the dying, the critically ill and the newly bereaved.</p> <p>Ability to support those experiencing pregnancy loss.</p> <p>Ability to advise staff on the appropriate care of patients and relatives of religions and belief other than their own and when and whom to refer.</p>	<p>AF, I, A</p>	<p>To have had experience of ministering to the dying along with their family and friends.</p> <p>To be able to demonstrate knowledge of NHS guidance and directives on delivering belief, religious and spiritual care within the NHS.</p>	<p>AF, I, A</p>
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	<p>Ability to fully support colleagues, patients and staff where interpretations of religious doctrine and practice are different to one's own.</p> <p>Ability to deliver training in spiritual care and communication skills for staff as required.</p> <p>Strong personal spirituality and a commitment to developing one's own spirituality and expression within a multi-cultural, multi-faith and multi-belief environment.</p> <p>To be able to assess, reflect, respond and monitor interactions with patients, relatives volunteers and staff in the provision of religion and belief care.</p> <p>To be able to work on your own as well as be part of a small team within the larger structure of the hospital.</p> <p>Well organised, and able to effectively manage own time and workload and be able to work with the Head of Chaplaincy to create and maintain rotas and data collection and recording processes.</p> <p>Evidence of having undertaken own development to improve understanding of equalities issues</p>	I		
People Management and Development	Experience of delivering training or facilitating workshops/ development sessions.		Experience of developing inclusive services and overcoming barriers to engagement	
	Experience of managing staff or volunteers in delivering a pastoral or spiritual care service.			

Specific Requirements	<p>To be registered / accredited to a recognised UK national Chaplaincy organisation providing standards and guidance for professional Chaplains or be prepared to work to the standards and codes of conduct of such an organisation.</p> <p>To be able to respond to call-outs and be physically present on at least two trust main hospital sites within 60 minutes of being called in normal traveling conditions.</p> <p>Able to sustain intense concentration when supporting patients, relatives and staff; these can be for long periods of time.</p> <p>Able to remain calm and provide a high level of emotional support for those who have high levels of distress or who on occasions are presenting challenging behaviour such as anger/aggression.</p> <p>Able to work with multiple presenting problems (e.g. mental health issues in addition to trauma and/or adjustment problems).</p> <p>To offer a sensitive and accessible service to patients, relatives and staff from different cultures and backgrounds with differing opinions and expectations.</p> <p>To demonstrate an awareness of how demanding working in healthcare can be and to demonstrate strategies for coping and to recognise the need to seek emotional and</p>	AF, I, A	<p>A knowledge of healthcare in NHS Trusts and an ability to understand how trust policies and procedures impact on different groups of staff and patients.</p>	AF, I, A

	<p>spiritual support to enable safe practice.</p> <p>Commitment to the principles of quality and service improvement.</p> <p>Good understanding of legislation and regulatory frameworks, national and local policies relating to best practice.</p> <p>Understanding of health inequalities and reducing barriers to engagement.</p> <p>Knowledge of the Equality Act.</p>			
Freedom to Act	<p>Works within broad occupational policies and has the freedom to initiate action within chaplaincy procedures.</p>			
Equality, Diversity, and Inclusion	<p>Evidence of having championed diversity in previous roles (as appropriate to role).</p>	I		