Omega...
ENDING ISOLATION | ENDING LONELINESS

# Trustee Recruitment Information Pack



## Thank you for your interest in becoming a Trustee at Omega – Ending Isolation, Ending Loneliness

This information pack contains everything you need to understand about our organisation and the role of a Trustee.

Please take the time to read through it and please do not hesitate to contact either of us if you have any questions.

Please see page 5 for details of how to apply.

We look forward to receiving your application.





Linton Waters
Chair of Trustees

Email: info@omega.uk.net

David Crosby
Director

Email: davidcrosby@omega.uk.net

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## About Our Organisation

### *Who We Are*

Omega is a small charity with a big mission – to connect and support people who feel alone. We offer Chatterbox, a free telephone befriending service, and Letterbox, a free pen pal befriending service. We bring hope and connection to people who find it difficult to access social opportunities outside the home. We match clients with a dedicated befriender, allowing both to enjoy regular social contact and friendship, and we provide support to help clients build independence and resilience.

We are based in Shrewsbury, Shropshire, and were founded in 2007. We accept clients from across the UK, with a focus on the West Midlands. We supported 885 clients in 2025/26 and aim to support 1,000 clients in 2026/27. We have a small staff team of 12, the majority of whom are part-time.

### *Our Vision, Mission and Values*

Our current three-year Strategic Plan was adopted in 2024 and runs to the end of March 2027. We are currently in the process of developing a new three-year Strategic Plan for the period 2027-30 which is due to be approved by the Board of Trustees in January 2027.

Our Vision, Mission and Values as set out in the Strategic Plan 2024-27 are as follows:

## Vision:

To work toward creating a compassionate community in which every person regardless of age, will get help accessing the social care and emotional support they may need through periods of loneliness and social isolation.

## Mission:

To work collaboratively with internal and external stakeholders to identify lonely, socially isolated people and help them to feel less lonely, more connected and happier.

## Values:

We will *always* seek ways to help directly or by signposting to further support, anybody who is referred to us or who relies upon our services, regardless of their circumstances.

We will *always* be **compassionate**, **supportive, empathetic**, **patient** and **caring**.

We will *never* be discriminatory or intolerant toward any person, group, or other body that we engage with.

### *What We Do*

Our main support programmes are:

- **Chatterbox** – our enhanced telephone befriending programme.
- **Letterbox** – our fully safeguarded pen pal service.
- **Pupil Pals** – artwork and cards created by primary schools for our older clients.

### Chatterbox telephone befriending

Our telephone befriending is a straightforward but powerful service that offers weekly phone calls from matched volunteers to older and vulnerable people experiencing profound loneliness, for a period of at least six months. Our small staff team offer additional support, picking up issues identified by befrienders and signposting clients to other services. Proven to increase wellbeing, the service provides regular, trusted social connection, essential support and encouragement to those excluded from typical ways of connecting.

### Letterbox pen pal befriending

Our Letterbox pen pal befriending programme matches volunteers who write regularly to clients, sharing stories of their lives, activities, families and memories. Letterbox helps people who enjoy creative letter writing to form friendships, increase their wellbeing and stay connected to the world. Our clients are often older people, although our service is open to adults of all ages. Our younger clients are often coping with poor health, in particular with mental health challenges. The Letterbox programme is fully safeguarded and all letters are sent via our office and monitored.

### Pupil Pals

In 2024 we launched our intergenerational programme, Pupil Pals, as part of Letterbox. It has proven very successful. Born of the desire to bring new and joyful connections to our older clients, we work with primary schools, raising awareness of loneliness in local communities and encouraging children to create cards and artwork to express positive wishes for our clients. Clients love receiving the cards, and children learn to talk about mental health, as well as experiencing the rewards of volunteering at a young age.

### *Who We Work With*

We work closely with referrers (including NHS social prescribers and other charities) to reach people without family support and those dealing with challenging circumstances.

### *Why Omega?*

Our charity has been known by the name 'Omega' since we were founded nearly 20 years ago. Omega is the last letter of the Greek alphabet and reflects our role in supporting clients who are older and in the final stages of their life journey. Over recent years, we've opened up our services to adults of all ages, although we still support a lot of people who are older. We've chosen to keep the Omega name as it is well known and loved by our clients, volunteers, staff and referrers.

## Our Board of Trustees

Our Board of Trustees currently consists of eight Trustees (including yourself). Details of our Trustees are available on our website here: https://omega.uk.net/our-team/.

The Board meets four times per year, in April, July, October and January. Board meetings take place in person at Omega's offices at London House, Town Walls, Shrewsbury SY1 1TX. Attendance in person is preferred although video links can be arranged. Trustees are also expected to devote sufficient time to read through the Board papers in advance.

Between Board meetings, the Chair of Trustees and Director will mainly communicate with Trustees via email.

## Your Responsibilities as a Trustee

As Trustee, you would be collectively responsible for:

- Ensuring the charity pursues its charitable objects.
- Ensuring the charity complies with its governing document, charity law, and all relevant legislation.
- Acting with reasonable care and skill, using any specialist skills or knowledge you have.
- Acting in the best interests of the charity and its beneficiaries.
- Protecting and managing the charity's resources responsibly.
- Ensuring the charity is accountable to its members, beneficiaries, and the public.

For full guidance on your legal duties, see the Charity Commission guide: The Essential Trustee (CC3).

The Trustee role/person specification shown at the Appendix details your role as a Trustee.

## How to Apply

Please send a CV accompanied by a written supporting statement of no more than one side of A4 detailing:

- What skills and experience you have that you think would benefit Omega.
- What value you believe you will achieve through becoming a Trustee of Omega.
- Any other information you feel is relevant in support of your application.

Please send your CV and supporting statement by email to David Crosby, Director, at davidcrosby@omega.uk.net.

Closing date for applications: 11.59pm on Sunday 29 November 2026.

## Further Information

If you have any questions or require further information, please contact Linton Waters, Chair of Trustees, via info@omega.uk.net or David Crosby, Director, via davidcrosby@omega.uk.net or by phone on 01743 245 088.

**Appendix**

# Trustee Role/Person Specification

## General Information

**Location:** Shropshire/Remote

**Time commitment:** We have four Board meetings per year which take place in Shrewsbury, Shropshire, usually during a weekday morning. Attendance in person is preferred although video links can be arranged. Trustees are also expected to devote sufficient time to read through the Board papers in advance. Trustees are also encouraged and welcomed to engage further with the charity's work as their time permits. This could include occasional assistance with tasks such as policy review, volunteer recruitment, active support for fundraising initiatives or supporting social events in Shrewsbury. We estimate the time commitment to be one day per month although some Trustees generously contribute more.

**Terms of office:** Our Trustees have a term of office of three years, for a maximum of six years.

## Context

Omega is a small charity with a big mission – to connect and support people who feel alone. We offer Chatterbox, a free telephone befriending service, and Letterbox, a free pen pal befriending service. We bring hope and connection to people who find it difficult to access social opportunities outside the home. We match clients with a dedicated befriender, allowing both to enjoy regular social contact and friendship, and we provide support to help clients build independence and resilience.

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## Overall purpose of the role

Our Trustees are legally responsible for the governance of the charity. This means they must make sure that Omega achieves its objectives, which are set out in our governing document. The Trustees ensure that we have a strategy, and that our assets and

resources are only used for charitable purposes in line with the governing document. Trustees make sure that we operate in line with any relevant laws, particularly the Charities and Companies Acts.

Trustees have a collective responsibility – they work together for the best interests of Omega.

## Main responsibilities

### Governance

1. To understand Omega's aims and objectives as set out in our governing document and ensure that we operate in accordance with them.
2. To help set the strategy for the organisation, including the financial strategy, and ensure implementation and progress is monitored.
3. To use your skills, knowledge and experience to further our work, putting aside any personal interests, and declaring any conflict of interest if/when they arise.
4. To identify any risks to Omega and ensure they are monitored.
5. To contribute towards an annual review of the Board's performance.
6. To help to identify, recruit and induct new Board members and the Chair of Trustees.
7. To attend and contribute to meetings of the Board as relevant, and undertake agreed tasks between meetings.
8. To uphold any policies and procedures relevant to the Trustee role including confidentiality, safeguarding and data protection.
9. To uphold and contribute to our approach to equity, diversity, and inclusion.

### Working with staff/volunteers

10. To understand and maintain boundaries between the governance perspective of the Board, and the work of any staff and volunteers.
11. To provide support and challenge to the Director and other staff to ensure they are carrying out their roles and achieving the set objectives for Omega.
12. To help with the recruitment and/or induction of the Director as required.

### Representing Omega

13. To represent the Board's agreed position when speaking publicly on behalf of Omega.

To act as an ambassador and champion for Omega at events and online.

## Required Skills/Knowledge/Experience

The Board is a small, well-established team with a range of professional expertise represented, who support a very capable staff team. You can find out more about our current Trustees here.

Following an annual Trustee skills audit undertaken in July 2026, we are particularly interested in appointing new Trustees with skills/knowledge/experience in the following areas:

- Cyber security.
- Data Protection.
- Legal expertise.

In addition, we are keen to recruit those who have experienced isolation or loneliness or have used our support programmes.

***Last updated August 2026***