



**Stay Safe East**  
**Supporting disabled survivors**  
**JOB PACK**  
**FINANCE MANAGER**  
**January 2023**

Stay Safe East is looking for a Finance Manager who will oversee the management of the Charity's finances, support the CEO and the Board with fundraising and liaison with funders.

**Job details**

Salary: £ 33,170 per annum pro rata

Hours of work: 17.5 hours per week

Managed by: the Chief Executive

Place of work Stay Safe East offices, 90 Crownfield Road, London E15 2BG (accessible premises). We operate a hybrid working system.

Funded by: Three Guineas Trust

This is a permanent position, subject to successful income generation in future years.

Start date: as soon as possible

**Stay Safe East particularly welcomes applications for this post from disabled people who reflect London's diverse communities of faith, sexuality, culture, ethnicity and age.**

## **About Stay Safe East**

Stay Safe East is a user-led organisation led by disabled people and supporting disabled survivors. Stay Safe East is one of only four funded Deaf or Disabled People's Organisations (DDPO) in England and Wales working on Domestic Abuse and the only specialist DDPO working across all areas of abuse (domestic and sexual violence, hate crime, harassment and institutional abuse). From small beginnings in 2010, we have grown into a nationally recognised leader in the field. *More details on our website [www.staysafe-east.org.uk](http://www.staysafe-east.org.uk) and at the end of this job pack.*

This is a period of change. From a local organisation with 5 staff in 2018, we are now a London-wide service with 16 staff at present, 20 by the end of 2022. We are gradually developing our management structure with specific responsibilities, in order to meet the needs of a growing organisation. Our Chief Executive joined us in March 2021 and is leading Stay Safe East into the next phase of its work. Recruitment to the Finance Manager post is part of the next phase of change.

## **The role**

Under the overall direction of the Board of Trustees, and the direct Management of the Chief Executive, and in accordance with Stay Safe East's policies, procedures and practices, the Finance Manager will be responsible for day-to-day financial management of the organisation, budgeting, liaising with funders over financial matters, implementing a fundraising and income generating strategy, and producing financial reports to funders, the Board and the Charity Commission. We have a freelance bookkeeper who does management accounts, and a payroll service. you will be expected to work closely with them, the Chief Executive and the Treasurer

We have a positive policy on training and employing disabled people. We expect commitment and hard work from all our staff; in return we offer an accessible, flexible and welcoming work place, support in your work and involvement in a team who are passionate about getting the very best for our clients and bringing about change.

## **About you**

You will have the practical finance skills necessary to support Stay Safe East as a growing charity. You will have experience within a voluntary or public sector organization or relevant experience within the private sector, experience of managing financial functions and effective fundraising skills. It is essential that you have knowledge and understanding of the charity funding context and requirements. You must be able to manage change. You should be self-organised, motivated, and practical. You must be comfortable working in an environment where difference is welcomed, and in ensuring that your work practice meets the needs of your colleagues, including being able to make financial matters accessible to the Board, CEO, managers, staff and volunteers.

Your ethos, values and approach must match those of Stay Safe East. A commitment to human rights and equality is a must. Though the role does not generally involve working with clients, you will meet clients in the course of your work; you must be able to interact with clients with respect and maintain boundaries, and to maintain confidentiality. Your work will support our teams to do what is often difficult and challenging work, so sensitivity towards colleagues is essential.

**Working arrangements:** The office core hours are 10am to 5pm, but some flexibility is possible to meet disability or other needs. Contracted hours are 17.5 hours (including a half-hour lunch break) – the postholder will agree their working days with the CEO once appointed.

The postholder will be required to make financial reports to Board meetings, which are always in the evenings, as most of our Board members are in employment. Very occasional weekend meetings may be required.

We operate a hybrid working system, subject to any further Covid restrictions. The usual place of work is our office in Leytonstone, London E15. The postholder will be required to work from the office part of the time in order to liaise with the CEO and other managers.

**Line Management:** This post will be managed by the CEO. You will also liaise with the Treasurer.

**Support:** Initial support during the probationary period will be provided by the CEO and one of our managers who is currently managing our finances. You may have access to monthly external coaching or mentoring if required. Other support and training are available.

**Access and inclusion:** Our office and building have a good standard of access, with parking within 10 metres of the entrance and an accessible toilet and meeting rooms on the ground floor alongside our offices. There is a rest room on site. For bookkeeping, we use Quickbooks and Excel; our payroll service uses Sage. Assistive software can be funded through Access to Work.

We will make reasonable adjustments where possible. Where relevant, we assist our staff to apply for Access to Work support.

Where hybrid working continues to operate, the successful candidate will be provided with appropriate IT and software, duplicate seating or other support to enable them to work from home.

**Probationary period:** 6 months from start date. By the end of the probationary period, you must be able to exercise all the functions of the post with competence.

**DBS:** This post is subject to a satisfactory Enhanced DBS check.

## **APPLYING FOR THE POST**

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If you like what you have read and have the skills, experience and the commitment to support our organisation, please apply for the post of Finance Manager.

**To apply, please complete the attached application form and monitoring form, and return them no later than Monday January 30<sup>th</sup> at 12 noon** by e-mail to: [recruitment@staysafe-east.org.uk](mailto:recruitment@staysafe-east.org.uk).

Please head your e-mail **Finance Manager Application**

**Important: Please ensure you return the forms as typed word document in 16 point, not as a PDF or handwritten document; this is so all forms are accessible to members of the interview panel.**

If you have any questions, or require the application form and job details in a different format, please e-mail [admin@staysafe-east.org.uk](mailto:admin@staysafe-east.org.uk)

**Closing date for applications: January 30<sup>th</sup> 2023 at 12 noon**

Interviews: February 2nd and 3rd 2023. The interview panel will be a Senior Manager and our Treasurer.

# Stay Safe East

## Finance Manager



### Job Description and Person Specification

<b>HOURS:</b>	17.5 hours per week.
<b>SALARY:</b>	£ 33,170 pro rata
<b>CONTRACT TERM:</b>	Permanent subject to funding.
<b>RESPONSIBLE TO:</b>	CEO, Stay Safe East
<b>EMPLOYED BY:</b>	<b>Stay Safe East</b>
<b>Based at</b>	<b>90 Crownfield Road, London E15 2BG (Hybrid working)</b>

### Aims of the Post

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The Finance Manager is a member of Stay Safe East's Management Team. They oversee Stay Safe East's financial operations under the direction of the CEO including:

- Finance support to the CEO, Management Team, staff and Board
- Day-to-day financial management and forward planning
- Finance reports to and liaison with funders (shared with CEO)
- Fundraising and income generation strategy
- Ensuring all financial reports are produced in line with Charity Law (shared with CEO)

### Ethos

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1. To work to the social model of disability and to implement Stay Safe East's Equality and Diversity Policy, ensure a non-discriminatory approach to this role and work within the ethos of the organisation
2. To work in the best interests of Stay Safe East, its staff, Board and clients and in line within its ethos and values
3. To exercise probity and honesty in all financial matters

## Key Tasks

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### Day to day financial management

1. Take direct responsibility for day-to-day management of Stay Safe East's finances:
  - Liaise with the bookkeeper to ensure that:
    - all income and expenditure are recorded in Quickbooks
    - that expenditure is accurately allocated to each funding or income stream (using Excel at present)
    - that monthly reconciliation is carried out
    - that accurate quarterly management accounts and cash flows are produced
  - Carry out timely processing and payment of salaries, invoices, staff expenses claims and other payments including HMRC and insurance.
  - Ensure that direct debits are kept up to date
  - Produce a monthly salary sheet and liaise with our payroll service to ensure effective processing of payroll and pension payments.
  - Monitor expenditure against budgets
  - Bank cash and cheque income
  - Manage petty cash
  - Monitor PayPal and Access to Work expenditure
  - Ensure that all orders are submitted in a timely fashion and recorded (the administrator handles all orders for supplies and equipment and ensures supplies are up to date)
  - Ensure that emergency subsistence payments to clients are processed promptly
  - Any other relevant financial tasks
2. Keep the CEO and Treasurer updated of financial matters on a monthly basis, via a short report or meeting

### Annual budget

3. Produce in a timely manner and as required, regularly update the annual budget for Stay Safe East

### **Funding, budgets and fundraising**

4. Implement a fundraising and income generation strategy, including sustainable funding from trusts, government and other statutory sources, and income generation from consultancy, training, donations and legacies.

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  5. Produce and update budgets for each project and for funding bids; monitor expenditure and ensure that expenditure conforms to terms set by funders
  6. Produce and ensure the timely and sometimes short notice submission of quarterly financial returns to funders, and of financial and other information for funding bids and contracts
  7. Assist the CEO in the preparation of funding and contract bids
  8. Represent Stay Safe East at meetings with funders and other bodies
  9. In conjunction with the Administrator, provide budgets and monitor expenditure for organisational events ensuring they are adequately resourced.
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### **Banking and contracts**

10. Manage banking systems, including communication with the bank and maintaining appropriate signatories.
11. Provide financial management for contracts relating to external suppliers including IT and telephone support systems, premises, research consultants, external trainers, etc.

### **Financial procedures and ethics**

12. In collaboration with the CEO and Treasurer, regularly review and update financial procedures and systems to ensure compliance and effectiveness.
13. Explain basic financial procedures to staff and volunteers (claiming expenses, petty cash, how salaries are calculated etc) in a way that is accessible to them (service managers will assist with claims)
14. Work with the Operations and HR Manager to ensure value for money and ethical purchasing in line with our policies and values

15. Report immediately any discrepancies or concerns to the CEO or in the CEO's absence to the Treasurer

### **Audit and Governance**

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16. Using the information supplied by our bookkeeper, produce timely and accessible financial information and reports for the Board and CEO (and when requested the Management Team) and respond to any queries and requests for clarification
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17. At year end, ensure that all necessary information is produced for audit

18. Take shared responsibility with the Operations Manager for the timely submission of Stay Safe East's Annual Returns to the Charity Commission in compliance with the law, and ensure that the Charity Commission is notified of changes in Board membership or other circumstance

19. Ensure that Stay Safe East's financial procedures conform to Charity Law and the requirements of the Charity Commission
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### **Other duties**

20. Keep accurate records of work done
21. Attend supervision and annual reviews
22. Attend staff meetings and away days
23. Undertake relevant training as agreed with the CEO
24. Perform other duties appropriate to the post as requested, including where necessary greeting clients and other visitors
25. Be prepared to work occasional evenings to attend Board meetings and very occasional weekend hours

## Person Specification: Finance Manager – Stay Safe East

	Essential (E) / Desirable (D)
<b>Experience</b>	
1. Two years or more related experience of financial management of a charity or a business	E
2. Demonstrable experience of drawing up and managing budgets over £500,000 with multiple income sources	E
3. Demonstrable experience of preparing a fundraising and income generation strategy	E
4. Experience of using Quickbooks, Excel or other financial packages	E
5. Demonstrable experience of producing budgets and financial reports for charitable and statutory funders	E
6. Experience of working with a Board of Trustees	E
7. Experience of working in a charity or similar organisation	D
<b>Knowledge and skills</b>	
8. In-depth understanding of the requirements of trusts, statutory and other funding bodies	E
9. Understanding of the financial requirements of the Charity Commission and Charity Law	E
10. Excellent organisational skills	E
11. A strong attention to detail and accuracy	E
12. Ability to work under own initiative, manage multiple priorities and deliver under pressure.	E
13. Knowledge and understanding of the access and workplace needs of disabled people (training can be given)	D

14. Ability to communicate effectively and flexibly in an effective and understandable manner with the CEO, Stay Safe East team members, funders and visitors, both verbally and in writing	E
15. IT proficient including Microsoft Outlook, Word and Excel	E
<b>Qualifications</b>	
16. Qualified bookkeeper to AAT Level 3 Advanced bookkeeping or equivalent <i>or</i> demonstrable practical experience of bookkeeping for an organisation with multiple income streams	D
<b>Other</b>	D
17. Personal lived experience of disability	D
18. Willingness to attend evening and very occasional weekend meetings	E

## **STAY SAFE EAST**

### **WORKING FOR THE RIGHTS OF DISABLED SURVIVORS**

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For more details of our work, please see our website [www.staysafe-east.org.uk](http://www.staysafe-east.org.uk)

Stay Safe East is a leading agency working with Deaf and disabled survivors of hate crime, Domestic Abuse and other abuse. We are a Deaf and Disabled People's Organisation (DDPO) staffed and led by disabled people. We offer the only specialist Domestic Abuse service run by disabled women for disabled women (and a small number of men). We offer a specialist support service to victims of hate crime and cuckooing and employ the only specialist Disability Independent Victims Advocate in the UK, who supports victims of financial, institutional and other abuse. All our practice is inclusive and aimed at getting the best for our clients and promoting their human rights.

#### **Our ethos**

Our work is grounded in the social model of disability. We believe that disability is a social condition faced by people with impairments. Our role is to help remove those barriers or minimise their impact, whether for individual clients or in changing wider practice, policy and strategy.

We take a feminist and intersectional approach to all forms of abuse against disabled people, and in particular a gender-based approach to violence against disabled women and girls. We also recognise that disabled men and non-binary people may also be at risk. We recognise that supporting our clients means addressing the way their experiences and opportunities have been impacted by structural racism, misogyny, homophobia, transphobia and disablism.

We promote the human rights of disabled survivors of abuse.

We see disabled people as the experts on our lives; we champion the voices of disabled survivors.

We respect and aim to understand the cultures, lives and choices made by our clients. We are an LGBTQ positive organisation.

We prioritise the safety and well-being of Stay Safe East clients, their children and dependants.

We offer employment and volunteering opportunities to disabled people from all communities and take a positive approach to inclusion, training and developing the skills of staff and volunteers; we find innovative ways to enable our teams to work well and safely.

### **The Board**

The Board has responsibility for strategic oversight of the organisation. Day-to-day responsibilities are delegated to the CEO, who manages the two service managers and the Finance and Operations Manager. There are currently six Board members, all of whom are disabled people, and come from a wide range of backgrounds. Two Board members are current or former users of our services. The Board meets 5 to 6 times per year; the Finance Manager will be expected to prepare accessible financial reports to the Board.

### **The Stay Safe East Team**

Our hard-working team is passionate about getting the best for their clients and bringing about change.

We currently have 16 staff and one volunteer, all of whom are disabled people. We employ 15 women and one man. All our staff, volunteers and Board members are disabled people and are from a range of communities across East London and beyond. Amongst us we speak 11 languages. Stay Safe East is a LGBTQ+ positive employer. Flexibility, mutual support and learning from experience are part of our way of working. Most staff work less than 35 hours. Four of our staff also employ their own Personal Assistants. There is currently a Finance and Operations team, two service teams a policy team:

- The Finance and Operations Team consists of an HR and Operations Manager, the vacant Finance Manager post and an Administrator. The team is managed by the CEO and has responsibility for ensuring the organisation runs efficiently.

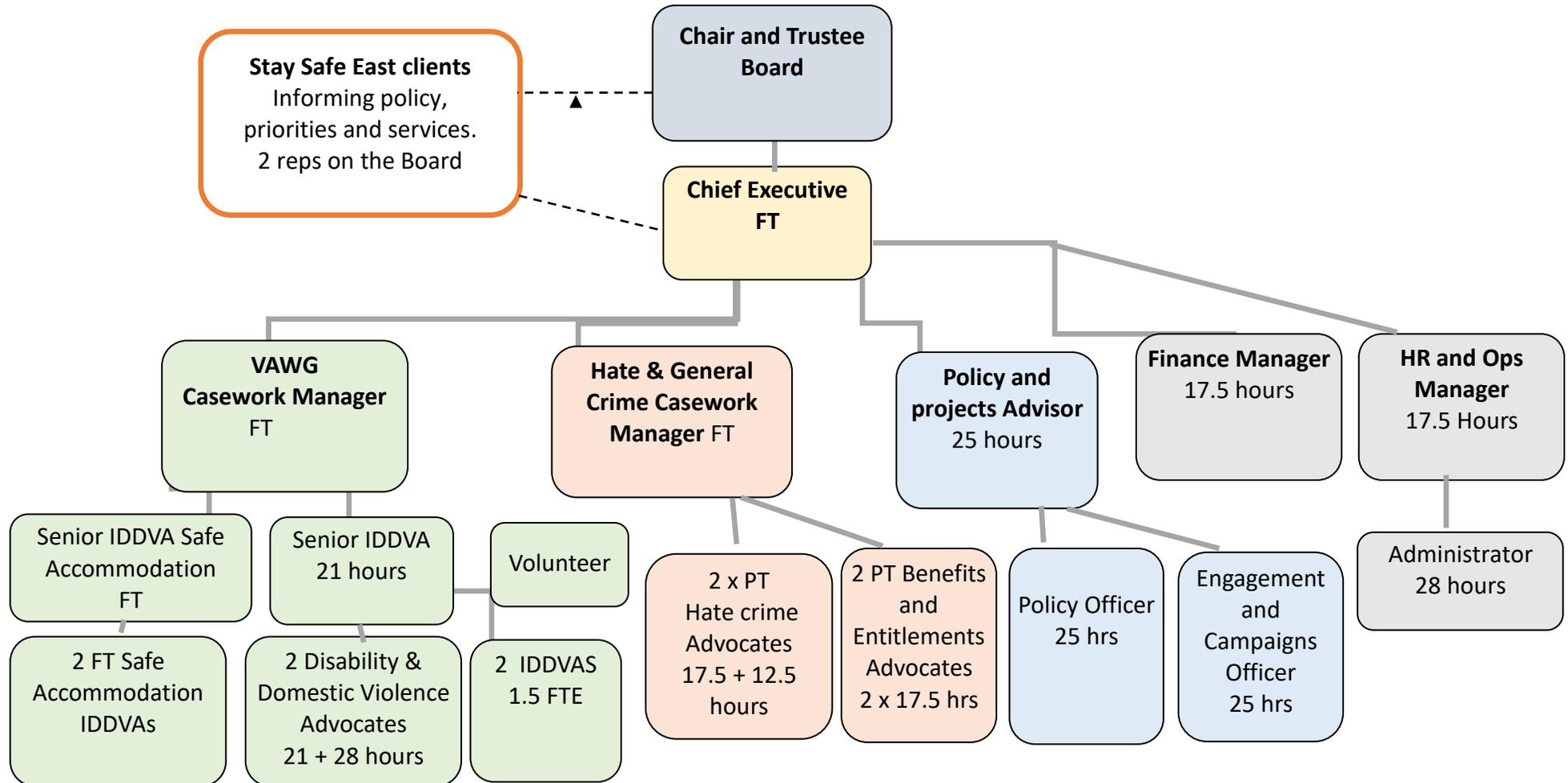
- The Violence against Women and Girls (VAWG) team is currently a Manager, 6 Independent Disability and Domestic Violence Advocates (IDDVAs) and one volunteer; we will be recruiting four more staff to this team, including two Senior IDDVAs who will each take on managing two or three advocates.
- The Hate and General Crime Team, comprises of a Manager, two part-time Hate Crime Advocates (one of whom is also a secondee who trains other disabled people's organisations to do hate crime advocacy) and a two part-time Benefits Advocates.
- The Policy Team is managed the Policy and Projects Advisor; we are currently recruiting for a Policy Officer and a new post of Campaigns and Engagement Officer.

We expect the team to be around 20 staff and 6 to 8 volunteers by mid 2023.

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# Stay Safe East organisational structure by October 2022

(This is a pictorial representation of the staff structure outlined on the previous page)



## **Finances and funding**

Our growth has been sustainable over the past 6 years. Our income for 2022-23 is £640,000, with 6 different funding streams, four contracts and income from consultancy and training. The Home Office, Ministry of Justice and MOPAC fund much of our domestic abuse advocacy, but we currently have only limited funding for our hate crime work and several of our current grants or contracts end in March 2023, so finding new sources of income is a priority.

Current funders are as follows:

- Three Guineas Trust (core funding)
- Home Office
- Trust for London
- Mayor's Office for Policing and Crime (MOPAC)
- Ministry of Justice (3 funds)

Contracts are:

- London Victim and Witness Service (Mayor's Office for Policing & Crime)
- Ascent Partnership (violence against women and girls)
- Inclusion London/Lottery (secondment)
- CATCH (hate crime advocacy)

We have a history of successful bids built on our reputation as a professional, innovative and unique organisation, but cannot assume that funders will continue to support us, at a time when there are many demands on their resources. As the Covid crisis eases, we aim to increase our unrestricted income from training, consultancy and donations, and to launch a fundraising drive for some of our smaller projects. In the next two to three years, we will be developing further projects; our priorities are a semi-autonomous Counselling Service and a project to support disabled mothers/survivors of abuse in their parenting role, developing our Women's Group and a LGBT disabled survivors' peer support group, as well as expanding our training and consultancy role.

The CEO with the assistance of the Finance manager will be developing a new income generation plan for the organisation for the next 5 years.

The CEO has strategic responsibility for financial matters and fundraising. Bookkeeping is currently provided by a freelance bookkeeper who prepares quarterly management accounts and works with the current Manager

responsible for finance to allocate expenditure to funding/income streams on an Excel spreadsheet. During 2022-23, our accountants have been working with us to update our financial processes. They also provide a payroll service. Purchases are made by our Administrator. Financial reports to the Board are always in Word so as to be accessible to all Board members.

## **Premises**

Our premises are an accessible Community Hub owned and managed by the London Borough of Waltham Forest who are currently making upgrades to the building. Due to the increase in staff members, and the need for a Covid safe office, we are seeking to take on more office space within the building. As an organisation prioritising the employment of disabled people, we are committed to ensuring that our offices are accessible to all.

## **OUR WORK**

### **Policy and change work: abuse against disabled people**

From the outset, the evidence from our casework has helped us influence policy and practice, first at a local level, then at a London and national level. In 2019, we launched the Disability and Domestic Abuse Project which focuses on policy and practice change and on building capacity of service providers and policy makers to tackle Domestic Abuse against disabled survivors. The work has an overarching intersectional approach and has now become a Violence against Women and Girls (VAWG) project. The funding from Three Guineas for this work is allowing Stay Safe East to develop our national policy work and increase our impact as a leading voice working for the rights of disabled women, men and non-binary people to live free from violence and abuse. We influence national policy and strategies. We have commented on the impact of lockdown on disabled survivors, put forward amendments to the Domestic Abuse Bill, which though unsuccessful have led to the Government setting up a review of abuse against disabled people by non-family carers. We have made a significant contribution to the Violence against Women and Girls strategy, as well as offering advice on accessible information for survivors and are currently working on amendments to the Victims Bill. The work is supported by an Advisory Group of disabled survivors and representatives from VAWG agencies. We are members of a London wide partnerships to produce a coordinated approach to hate crime.

## **Training, capacity building and research**

As part of the London Deaf and Disabled People's Hate Crime partnership, our Hate Crime advocate is seconded two days a week to other Deaf and disabled people's organisations (DDPOs) to train them and help them develop their capacity to advocate for disabled victims of hate crime. We have over ten years experience of providing training on domestic abuse, sexual violence and on hate crime to a wide range of organisations from DDPOs and the Violence against Women and Girls sector to the police and local authorities. We aim to develop our training capacity over the next few years, training a new generation of disabled people to deliver good practice to our partners.

We are gradually developing a consultancy and research role. We are currently engaged in two projects: we are the lead organisation mapping of specialist services for Deaf and disabled survivors (commissioned by the Domestic Abuse Commissioner); we are partners with the Universities of Leeds and Liverpool John Moores in a qualitative research project on the needs of disabled victims/survivors of rape and sexual violence.

Training and consultancy bring in unrestricted income which has allowed us to continue some of our hate crime work which is more difficult to get funding for.

## **Our clients**

Our clients are the core of everything we do. They are from across London, and from all communities, faiths and backgrounds. They may self-define as disabled people, or due to a lifetime of abuse because they are disabled people, they may reject that identity when they first come into contact with Stay Safe East. 85% of our clients are disabled women. They may have a learning disability, mental health issues, physical or sensory impairments, be Deaf sign language users, identify as neuro-diverse or be living with a long-term health condition. They may come to us without a diagnosis and just have been told they are 'stupid' or 'odd'.

Most of our clients are not in paid work and live on a minimum income. Our clients may identify as male, female or non-binary; their heritage may be Black British, Black African, South Asian, East Asian, White British, Traveller or another identity; their faith may be the most important thing in their life, or

they may have other beliefs that sustain them. They may or may not have had the space to realise their sexuality. We do our best to respect difference and work in the way the client needs.

Most people referred to Stay Safe East have experienced multiple forms of abuse – be it coercive control, emotional, sexual or physical abuse at the hands of family, partners, ‘trusted’ care workers, or racist, transphobic, disablist, homophobic or faith-based hate crime by neighbours or strangers, financial abuse, sexual exploitation, cuckooing or other targeting by criminals or others. The list may be long, but our clients do not remain victims for ever. They have sought help because they want to do more than survive; they want a life of their own free from abuse, to make their own decisions, take risks and enjoy safe relationships. We don’t promise our clients miracles, but we do offer to ‘hold’ them on this journey and to do everything we can to help them take back control.

In return, our clients have developed a community of ‘Stay Safe women’, forging friendships through our Women’s Group; two clients have joined our Board. Others refer disabled people to us as the place to get help if you are not safe.

Our clients may challenge us, and sometimes be frustrated because we can’t make everything happen. We may cry with them about the harshness of their lives. We may also share in the laughter when our clients learn to laugh again. We celebrate with them when they are rehoused in an accessible flat, or the court decides a mother’s children can live with her; we cheer when a client reports an incident to the police themselves, or simply tells a social worker that they need to stop using jargon because ‘I have a learning disability and I don’t understand what you are saying’.

### **Casework and casework advice**

We have been successfully providing advocacy and support to disabled victims/survivors for the past 12 years. We currently have over 140 clients open to our services. The support we provide includes:

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- An accessible place of safety to report all forms of targeted harassment and violence, and to get support
  - Long-term, holistic advocacy and support for disabled and Deaf victims

- Help with getting action from the police, housing, the local authority and other agencies
  - Ongoing help with practical issues e.g. accessing benefits, housing, social care, health, etc. Signposting to other services such as counselling (or our own service which supports a few clients who cannot access other services)
  - Helping our clients to develop a positive self-regard and confidence as Deaf or disabled people
  - Safe women's spaces, and peer support through our women's group.
  - We are aiming to develop a support group for disabled LGBT survivors
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### **The Stay Safe East casework model**

Stay Safe has developed a casework model that aims to meet the needs of our clients.

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- We offer an accessible service, with voice, SMS and e-mail contact, Easy Read and large print information, accessible premises and facilities. We offer home visits to all but a few of our clients (i.e. where there is a safety issues for staff) and will pay for transport for someone to come to the office. (We have adapted this approach during Covid). We arrange BSL and spoken community language interpreters. The team has an awareness of Deaf culture. We respond to clients' individual needs and ways of thinking and understanding, and work at their pace and as much as possible on their terms.
- We work in partnership with our clients and help them make their own decisions. We help clients understand their rights to be free from abuse and to live independently in the community of their choice.
- We work holistically, offering emotional support, regular contact, advocacy and other support as required. We might for example help a client get a care package or mental health support, apply for rehousing, and rather than referring people to another service, we help with benefit applications, or get Dial-a-Ride membership, or will ring utility companies on their behalf, or attend appointments with clients.
- We promote the client's right to independent living and the resources to live independently in the community of their choice.

- We work to ensure that other agencies understand the emotional, practical and cultural needs of our Deaf and disabled clients. We focus on addressing barriers for our clients, rather than on impairment, and on rights rather than on ‘vulnerability’. We fight for our clients’ access and communication needs to be met, and for their human rights to be respected.
- We recognise that our clients may have suffered abuse directly linked to their impairment or other aspects of their identity, and may have a very negative experience of impairment and disability. Many of our clients have had a lifetime of institutional abuse, hate crime and domestic abuse. We try to promote Disability Pride and self-respect through advocacy and peer support.
- Stay Safe East support may involve intensive one-to-one work with new clients until they feel able to do things for themselves, or only need more ‘light touch’ support. We have found that at first many of our clients need us to ‘hold’ them emotionally and sometimes practically until they are strong enough to do this with less support.
- We gather evidence for hate crime and harassment cases, for example where there are other victims of the same perpetrators – disabled people and others in the community are more likely to speak to us as an independent grassroots organisation than to the police or their landlord.
- We work in partnership with the Police, local authorities, housing landlords, Social Services and other agencies, but are not afraid to act as ‘critical friends’ and to push for action where none is forthcoming. We have learnt to be persistent and persuasive.
- As active citizens who are also disabled people, our staff, volunteers and Board can be positive role models for our clients.

Stay Safe East. January 2023

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