

Job Description

Job Title: Supervising Advocate

Service: The Advocacy People

Reporting to: Team Manager

Job Purpose

- To take responsibility for the day-to-day operational supervision of Advocates ensuring they are fully supported and equipped to deliver contractual services and meet the needs of the clients to whom The Advocacy People provide services.
- Maintain regular contact to ensure a consistent service provision in accordance with The Advocacy People agreed Standard Operating Procedures (SOPs). Ensure delivery of the local Healthwatch Agenda supporting the Team Manager and Operations Director as appropriate in building and developing new and existing networks and stakeholder relationships. Ensure timely reporting on contracts.
- Undertake a caseload of clients and ensure risk management, Safeguarding and other activities are supported in accordance with Health and Safety and other appropriate internal and statutory policies.

Key Responsibilities

- Supervision of staff.
- Responsibility for staff operating in line with The Advocacy People's SOPs.
- Regular reporting of staff issues to The Advocacy People.
- Regular review of advocacy activity through technical file reviews.
- Advocacy practitioner (refer to the Advocate Job Description).
- Operate as expert in advocacy provision, providing information, mentoring and support to colleagues across The Advocacy People.
- Assessment and management of risk in relation to staff and advocacy provision
- Health and safety overview, including assessments, management of risk and reporting potential or actual issues to The Advocacy People management.
 - Undertake networking as part of the local team plan.
- Support team manager in ensuring regular and effective Service User Involvement.

- Support the team manager and, where appropriate, other colleagues in the recruitment, training, and supervision of volunteers.
- Ensure staff understand and adhere to The Advocacy People’s policies and procedures.

General

1. To attend and organise regular staff supervision, in line with The Advocacy People’s supervision policy. Organise training and internal meetings.
2. Become familiar with, and work within, the policies, procedures, and protocols of The Advocacy People.
3. Ensure that all duties and services provided are in accordance with The Advocacy People’s Equality, Diversity, and Inclusion Policy.
4. Comply with individual responsibilities in relation to health and safety in the workplace in accordance with The Advocacy People’s Health & Safety Policy & Procedure.
5. Undertake such other duties and tasks commensurate to the grade and character of work. Therefore, the above list of main tasks in this job description should not be regarded as exclusive or exhaustive.

Note: This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. The Advocacy People reserve the right to update the Job Description from time to time to reflect these changes in or to the post after consultation about any proposed changes.

Signatures

_____ **Date**

Post Holder

_____ **Date**

Line Manager

Person Specification

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Service: The Advocacy People

Essential Criteria	Desirable Criteria
Education & Qualifications	
<ol style="list-style-type: none"> 1. A high standard of written and verbal English 2. A good standard of general education 	<ol style="list-style-type: none"> 1. Recognised management qualification
Key Skills & Abilities	
<ol style="list-style-type: none"> 1. Excellent face-to-face, telephone and written communication skills using plain English. 2. Solution focused. 3. Ability to work in a structured and efficient way using strong planning, prioritisation and organisational skills. 4. Proficient in use of MS Office particularly Excel, Word, and PowerPoint – and the use of web-based applications and email. 5. Understanding of differences in instructed/non-instructed advocacy and related practice/service delivery implications. 6. Ability to work with the Team Manager to oversee the management of multiple contracts and work to agreed contract specifications. 7. Ability to provide effective leadership to a multi-disciplinary team of staff and volunteers. 8. Work with key strategic partners and colleagues in the internal and external environment to develop and maintain 	<ol style="list-style-type: none"> 1. An understanding of and/or experience of using Project Management techniques

<p>positive and effective working relationships.</p> <p>9. Forge positive relationships with key players at national and regional level and ensure representation on relevant national/regional fora.</p> <p>10. To actively consider new and innovative ways of providing advocacy and related services, recognising and promoting the positive benefits of change to improve services and achieve goals.</p>	
<p>Knowledge</p>	
<p>1. Knowledge, understanding and commitment to the principles and ethos of advocacy and empowerment, and an awareness of the benefits and issues involved for people who user services, service providers and planners.</p> <p>2. Good understanding of equality and diversity best practice and legislative requirements in relation to service delivery, business development and recruitment of staff and volunteers.</p> <p>3. Understanding of the way health and social care services are provided for vulnerable people.</p> <p>4. A sound working knowledge of the legislative framework and social policy agenda relating to advocacy</p>	<p>1. Current knowledge and understanding of relevant legislation for service user groups, including Mental Capacity Act, Mental Health Act, Care Act, NHS Complaints, Safeguarding.</p>
<p>Experience</p>	
<p>1. Experience in working with any/all client groups relevant to the provision of a multidisciplinary service.</p> <p>2. Experience of working within a multidisciplinary setting and monitoring and evaluating projects.</p> <p>3. Experience of setting goals and measuring performance.</p>	<p>1. Management experience, ideally within the advocacy field.</p> <p>2. Delivering training.</p> <p>3. Contributing to funding applications/tendering processes.</p> <p>4. Experience of recruiting, retaining and supporting volunteers.</p>

4. Experience of delivering presentations to a wide audience.	5. Efficient contract reporting and ensuring contract compliance.
Personal Attributes & Behavioural Approach	
<ol style="list-style-type: none"> 1. Commitment to and understanding of the principles of advocacy and empowerment. 2. Ability to be sensitive and diplomatic whilst maintaining an objective approach. 3. Ability to hold confidential information and willingness to work to a high threshold of confidentiality. 4. Ability to motivate team members to achieve results. 5. Flexibility to work unsocial hours, including occasional weekends and evenings when required, with occasional overnight stays. 6. Requirement to undertake and complete all mandatory and relevant training for the role. 7. Recognition and commitment to the importance of service user involvement. 	
Other	
<ol style="list-style-type: none"> 1. Ability to travel efficiently around the region and work flexible hours when necessary. 2. Full Driving Licence and access to a car for work purposes when public transport is not available. 	