

Job Description



Job Title:	Local Manager - Advocacy	Department / Team	Operations/Advocacy Regional Team
Job Type	Permanent	Place of Work	Home based, with some travel
Hours	Up to 37 per week	Reporting to	Advocacy Regional Manager
Salary	£27,716 - £30,575	Grade	3

Job Purpose

To line manage advocates as part of a high performing regional advocacy team that has a clear sense of purpose, delivers person-centred services to a high standard and achieves clearly defined objectives.

To undertake a small caseload which reflects the demands of the team caseload, but no more than 20% of working time.

Accountabilities

Operational delivery

- Line manage, coach and develop advocates to ensure they are working to organisational, contractual and QPM standards.
- Undertake regular quality checks in line with organisational policy and procedure.
- Ensure any performance issues are addressed within in a timely manner to deliver ongoing effective performance escalating to Advocacy Regional Manager as appropriate.
- Lead by example and provide clear direction on what good looks like, as steered by the wider management team.
- Ensure direct reports follow organisational policy and procedure, including health, safety and risk, particularly when lone working.
- New case triage and allocation.
- Induction and probationary period monitoring of new staff.
- With the Advocacy Regional Manager, create and deliver a SMART team annual plan.
- Support the Advocacy Regional Manager to ensure team meetings are run effectively and with structure and purpose.
- Deal with service complaints in line with the complaints policy.

- Maintain a small caseload of advocacy cases – no more than 20% of weekly working hours.
- Undertake awareness-raising and networking and represent The Advocacy People at local meetings.
- As requested by the Advocacy Regional Manager, contribute to reporting, including to the commissioner and have the opportunity to meet with commissioners.

Cross-organisational working

- Undertake Level 2 safeguarding accredited training and be a part of the safeguarding out of hours rota.
- Responsibility for one area of work, such as running a focus group, peer supervision, leading T&F groups/projects and training/implementation of policy and procedure such as safe working practices.
- Contribute to, and at times lead on, meetings, planning and projects/task & finish groups.
- Escalate issues and contribute to ensuring systems are in place to a) gather and capture meaningful quantitative and qualitative data and b) facilitate reporting and quality checking of what we do.

General

- Undertaking all required training in line with The Advocacy People's policies, ensuring compliance and commitment to maintaining confidentiality at all times.
- The Advocacy People are fully committed to Safeguarding Adults (and Children) 'at risk' and support and embody the promotion of wellbeing within its workforce and towards its clients and other stakeholders. It is a responsibility of the post holder to ensure they are fully conversant with and adhere to The Advocacy People's policies on Safeguarding and understand Local Safeguarding Board procedures.
- To attend and participate in regular One-to-Ones/supervisions, in line with The Advocacy People's supervision policy. Participate in training and internal meetings.
- Become familiar with, and work within, the policies, procedures, and protocols of The Advocacy People.
- Ensure that all duties and services provided are in accordance with The Advocacy People's Equality and Diversity Policy.
- Comply with individual responsibilities in relation to health and safety in the workplace in accordance with The Advocacy People's Health & Safety Policy & Procedure.
- 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.

Person Specification

Skills and abilities

- Strong line management skills
- Ability to prioritise, plan and organise workload effectively and efficiently
- Ability to communicate effectively with a range of stakeholders, including the people we work with and able to adapt style to the audience
- Confident in delivering presentations and training to internal stakeholders and presentations to external stakeholders
- Willingness to become proficient across the MS Office suite of products including, but not limited to, Excel, Word, PowerPoint, Power BI and the use of web-based applications and email such as Outlook and Teams

Experience

- Leading and motivating teams to deliver person-centred services to a high standard and meet objectives and KPIs
- Coaching and supporting colleagues through challenging situations and in managing change
- Working with diverse communities and any/all client groups relevant to the provision of a multi-disciplinary advocacy service
- Writing reports
- Networking, delivering presentations and working in partnership with other organisations and professionals and promoting services
- Monitoring, evaluating and reporting on contract delivery, including where there are sub-contracted delivery partners

Knowledge

- Understanding of the:
 - principles of advocacy and empowerment and commitment to these
 - legal frameworks in which statutory advocacy operate
 - differences between instructed/non-instructed advocacy and related practice/service delivery implications
 - principles of anti-discriminatory practice, and equal opportunities
 - principles of safeguarding and good safeguarding practice and procedure.
- Able to keep abreast of current topics and initiatives and promote open dialogue around equity, diversity and inclusion
- Understanding of health and social care and current issues faced

Personal Qualities

- Collaborative, solution-focused approach
- Self- motivated and uses initiative
- Robust judgement and ability to make sound decisions quickly and effectively in complex situations
- Resilient, with proven ability of managing difficult communication in an effective manner
- Ability to maintain confidentiality and be sensitive and diplomatic whilst maintaining an objective approach
- Commitment to, and promotion of, equal opportunities practice, civil and human rights within the workplace and with external stakeholders
- Committed and willing to adhere to The Advocacy People's policies and procedures

Education and qualifications

- Qualification in, or working towards, Advocacy Level 3 / Independent Advocacy Practice Level 4
- Recognised management qualification (desirable)
- Level 2 accreditation in safeguarding adults and safeguarding children or be willing to complete within 3 months
- Commitment to continuing professional development, including any other relevant qualifications required to meet the needs of The Advocacy People and the post

Other

- Flexible and willing to travel and work occasional evenings and/or weekends
- Full driving licence, business insurance and access to a car for work purposes when public transport is not available/not practicable.