Job Description & Person Specification: Advocacy Team Leader

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| Swan Advocacy supports and empowers people to have a voice, by ensuring access to quality, independent advocacy. We believe that everyone has the right to be heard & respected, the right to choice in decisions about themselves and the right to be safe. |

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| Team Leaders have line management responsibility for advocates, trainee advocates and volunteers.  They hold responsibility for the individual team meeting its targets and delivering on contract requirements, including providing the data required for contract and organisational monitoring.  They form part of the area management team working with Area Managers and the Director of Advocacy to provide operational management across the organisation.  Team Leaders hold their own client case load accounting for approximately 50% of their working hours  Team Leaders who have line management responsibility for advocates and deliver advocacy must hold the Diploma in Independent Advocacy Qualification (City & Guilds level 3 or 4). People appointed without this qualification will be expected to undertake the Diploma (provided by the company training scheme) within 12 months of appointment.  The post is subject to 2 references including previous employer, evidence of right to work in the UK and an enhanced DBS check. |

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| Hours of Work:  Full Time 37 hpw: predominantly Monday to Friday 9-5.  Part Time: as agreed on appointment.  All employees may split working hours between home and office as agreed individually with their line managers.  Annual Leave: 25days per annum (or pro rata) plus Bank Holidays |

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| Reporting to:  Team Leaders report to Area Managers who report to the Director of Advocacy. |

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| Employees need to be flexible and adaptable to succeed in an organisation that prides itself on the delivery of individual advocacy driven by the needs of the client, whilst also meeting the needs of overarching contract requirements. You may therefore be required to undertake other duties, roles and responsibilities. |
| Responsibilities:   * To lead your team in the delivery of outcome focused, issue based, person directed advocacy, in line with the relevant legislation for the advocacy discipline, regulations, codes of practice and internal policy & procedure. * To effectively recruit, induct, support and manage advocates, trainee advocates and volunteers, including the provision of regular supervision and annual appraisals * To provide crises management and support to your team when required * To liaise, communicate and negotiate effectively with a wide range of people, including commissioners and other multi agency staff. * To identify risks in delivering the service and ensure compliance with risk management procedures. * To understand the relevant legislation and all organisational procedures in relation to safeguarding, including the need for timely and accurate reporting. * To prioritise all team work to meet the needs of clients and decision makers. * To effectively manage individual and team case loads and prioritises work accordingly. * To understand individual and team responsibility for organisational and personal health and safety * To work in a solution focused way recognising individual and team responsibility for successful outcomes |

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| **Duties:**   * To provide support, supervision and appraisal to all team members, including volunteers * To work proactively with the statutory services to promote the service, problem solve and uphold the agreed engagement protocols * To ensure accurate recording and reporting of all team data * To understand and implement organisational policy and procedure * To act as the safeguarding lead for the team * To ensure we act on behalf of the client at all times, following their instruction, taking action as directed by them, representing their wishes or choices. * To promote self advocacy as a strategy to build confidence and independence. * To promote the rights, equality, diversity and needs of all by ensuring they are respected and valued as individuals. * To undertake appropriate training and commit to continuous personal development |

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| Skills, Experience or Knowledge required for the role:   * Managing staff and/or volunteers * An understanding of delivering contracted services in the third sector * Managing personal and team priorities, work pressures and delivering on agreed deadlines. * Communication suitable for a wide variety of people including both professionals and clients * Understanding of the need for flexibility and change within the work place * A commitment to the belief that everyone has a right to be heard, have choice and control, to be safe from harm and to live the life they choose. |