

Job Description: Advocacy Team Manager (Statutory)

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.

Role Overview

The role of Team Manager is responsible for their individual team meeting its targets and delivering on contract requirements, including providing the data required for contract and organisational monitoring. The role is primarily office based.

Reporting to

Team Managers report directly to Area Managers

Direct reports

Advocates, trainee advocates and volunteers

Duties and responsibilities

- Lead and manage the 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 and procedures;
- Undertake regular supervisions in line with the Company requirements for all advocates, trainee advocates and volunteers;
- To support with the designing of regular team meetings with the Area Manager, to provide minutes, actions and documentation for each meeting. Team meetings to include professional development and guest speakers.
- Responsible for the effective triaging of referrals and allocations of casework to all advocates, trainee advocates and volunteers after considering prioritisation of cases, current caseloads and skill set;
- Responsible for the effective induction of new staff members and support through their probation period.
- Undertake all non-advocacy related training to the team including Health and Safety, Lone Working, Safeguarding and Information Governance training in line with Company requirements and maintain records of attendance;
- To ensure all advocates, trainee advocates and volunteers training is up to date and support Area Managers to create new opportunities to upskill the workforce;
- Work collaboratively with other team managers and assist, when necessary, with providing cover



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during period of absence, e.g., annual leave and sickness;

- Provide temporary cover for own team’s case work during periods of absence;
- Assist the Area Managers with the recruitment and on-boarding of advocates, trainee advocates and volunteers;
- Undertake all other people management responsibilities for the team in relation to absence and performance management;
- To act as the safeguarding lead for the team;
- Ensure accurate recording and reporting of all team data;
- To work proactively with the statutory services to promote the service, problem solve and uphold the agreed engagement protocols;
- To liaise, communicate and negotiate effectively with a wide range of people, which may include commissioners and includes social care managers who sit on commissioning boards and other multi agency staff;
- To identify risks in delivering the service and ensure compliance with risk management procedures;
- Ensure the effective management of de-escalating client issues and handling of complaints;
- Attend stakeholder meetings, forums and networks as necessary;
- Adhere to all relevant legislation and organisational policies and procedures in relation to safeguarding.
- To ensure the timely completion of high quality commissioning report narratives and case studies.

General Information

The Employee must at all times carry out his/her responsibilities with due regard to Swan Advocacy’s policies and procedures in particular; Health & Safety, Financial Authorisation, Confidentiality with regard to the Data Protection Act 2018 and all other relevant regulations.

Equality, diversity and inclusion are core to our values. In the selection of our staff, we are committed to equality with regards to protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We welcome applications from disabled people. The Employee must ensure a positive commitment towards equality by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees, suppliers and customers.

The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the company.

Job Description Agreement		Date:	
Employee’s Signature:			
Line Manager’s Signature:		Date:	



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Person Specification: Advocacy Team Manager (Statutory)

Qualifications Needed

Diploma in Independent Advocacy Qualification (City & Guilds level 3 or 4) or willing to work towards

Experience and Knowledge Needed

Experience and knowledge crucial for the role:

- A record of delivering advocacy or health and social care services;
- Mid level experience of supervising people and resources;
- Knowledge of contracted services in the third sector;
- Understanding of the principles and role of advocacy;

Other

The post is subject to 2 references including one previous employer, evidence of right to work in the UK and an enhanced DBS check.



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Skills and Attributes Needed

Team Managers are expected at all times to uphold the organisation's principles and values and to contribute towards building and maintaining a culture of trust and personal responsibility through their behaviours.

The personal attributes needed to succeed in the role and contribute to the organisation's culture are as follows:

Communication skills

- Ability to adapt communication style depending on audience
- Able to manage group interaction
- Communicates well on a 1-2-1 basis using different questioning and listening skills
- Seeks and interprets information accurately
- Understands instructions.

Decision making

- Able to makes decisions which are consistent
- Able to consider a variety of alternatives before making a decision
- Takes personal responsibility for all decisions
- Supports collaborative decision making

Influencing others and negotiation

- Able to convey benefits to a course of action
- Makes positive suggestions to encourage commitment from others

Teamwork

- Inclusive of others by allowing suggestions for the service, sharing information and solutions
- Encourages team co-operation
- Pro-actively supports others

Personal Responsibility

- Takes personal responsibility for own performance
- Assumes responsibility for their team
- Perseveres to achieve individual and team goals



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Client Focus

- Understands and is sensitive to clients' wants and needs
- Able to act on client needs, issues and complaints
- Uses good judgement when dealing with clients
- Monitors and follows up corrective action
- Works to improve client satisfaction
- Encourages others to improve client satisfaction

Business Management

- Demonstrates commercial understanding
- Awareness of the market place and competition
- Able to monitor and manage the performance of others in line with business needs

Leadership

- Sets the right example to others
- Demonstrates empathy to others when faced with difficulties or disappointments
- Personal dedication and passion and belief in the organisation

Pro-activity and Planning

- Ability to plan for self and others
- Able to communicate vision, strategies and plans

Managing and Developing People

- Supports others to develop and to achieve own work goals
- Monitors personal development plans and provides learning opportunities
- Ability to demonstrate good role model and mentoring skills
- Able to give constructive feedback on performance
- Builds trust within the team
- Recognises own development needs

Integrity

- Understands, demonstrates and promotes the values of the organisation
- Supports the aims of the organisation
- Delivers what they promise
- Manages others with integrity and respect
- Treats all others with the same respect
- Works ethically and honestly
- Strives for and meets high standards



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Positive Attitude

- Enthusiastic and cares about the organisation and its aims
- Takes pride in their role and aims for success
- Actively models positive organisational behaviour
- Creates an environment where positive attitudes can thrive
- Works to overcome obstacles