



Registered Charity No: 1125679
Company Registration No: 6599429

Job Description: Advocacy Support Team Manager

SWAN supports and empowers people to have a voice, by ensuring access to high quality, independent advocacy, support and advice. 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 Advocacy Support Team Manager is responsible for the Advocacy Support Team. The Advocacy Support Team are the first point of contact for the organisation, responsible for handling calls, responding to enquiries and triaging incoming referrals for all our services from a range of professionals and vulnerable people.

This is a busy and demanding role which requires you to ensure that our clients and referrers always receive the best possible service. Professional and helpful with high standards, you will lead by example to ensure that the Advocacy Support Officers are knowledgeable and up to date with all services that we offer and are prepared to go the extra mile to ensure that we are offering a no wrong door approach.

The Advocacy Support Team is always present in the office 9am–5pm Monday to Friday. All members of the team need to remain flexible in their working hours to ensure cover during Sickness and Annual Leave periods. The Advocacy Support Team Manager works full time, 37 hours per week, and is based in SWAN's Taunton office.

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

General Information

The Employee must always 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.

Reporting to

The Advocacy Support Team Manager reports directly to the Head of Services.

Direct reports

Advocacy Support Officers and Volunteers.



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Duties and responsibilities

- Lead and manage the team to provide a friendly and professional first point of contact for the organisation which supports our advocacy teams in the delivery of outcome focused, issue based, person directed advocacy, support and advice, in line with relevant legislation, regulations, codes of practice, funding bids and internal policy and procedures
- Ensure all referrals are processed in line with statutory guidance and service criteria
- Ensure thorough knowledge and understanding of all SWAN's contracts across the Advocacy Support Team
- Work collaboratively with Team Managers to ensure appropriate training for the Advocacy Support Team
- Undertake the Advocacy Qualification, taking on a small advocacy caseload to achieve this
- Ensure all team members' training is up to date and support the Head of Services to create new opportunities to upskill the Advocacy Support Team
- Monitor SWAN's client database to ensure accurate recording and reporting of all data, providing reports as required
- Work proactively with the statutory and non-statutory services to ensure the Advocacy Support Team is meeting the needs of individual teams
- Undertake regular supervisions in line with SWAN's requirements for direct reports
- Facilitate training for team members
- Provide support and supervision to volunteers, as required
- Arrange and host regular team meetings, provide minutes, actions and documentation for each meeting. Team meetings to include professional development and guest speakers
- Work collaboratively with other Team Managers and assist, when necessary, with providing cover during period of absence, e.g., annual leave and sickness
- Assist with the recruitment and onboarding of all team members
- Undertake all other people management responsibilities for the team in relation to absence and performance management
- Work collaboratively with the Volunteer Manager to ensure that all volunteers receive appropriate induction and training and are supported to be effective in their role
- Identify risks in delivering the services and ensure compliance with risk management procedures
- Ensure the effective de-escalating of client issues and handling of complaints in accordance with the organisation's policy and procedure
- Adhere to all relevant legislation and organisational policies and procedures in relation to safeguarding.
- Take responsibility, in conjunction with other managers, for developing and embedding the organisation Health and Safety policy, practices and safe systems of work. To act as a role model by demonstrating commitment to safe working practices and challenging unsafe behaviour in a timely manner
- Ensure team members are always available to respond to the lone working phonenumber
- Other duties in line with the needs of the business



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Person Specification: Advocacy Support Team Manager

Qualification requirements

GCSE or equivalent in English and Maths

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

Skills, experience or knowledge required for the role

- Experience of providing or managing services for vulnerable people
- Experience of providing a frontline service dealing with a wide range of people
- Mid-level experience of supervising people and resources

Desirable:

- Experience of developing and delivering training and coaching for team members
- Knowledge of contracted services in the voluntary sector
- Understanding of the principles and role of advocacy

Attributes needed

Team Managers are always expected 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:

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 make 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



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Personal Responsibility

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

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 marketplace and competition
- Able to monitor and manage the performance of others in line with business needs

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 teams

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

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