



Registered Charity No: 1125679
Company Registration No: 6599429

Job Description: Advocacy Mentoring Manager (Statutory and Non-Statutory)

SWAN 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.

Our statutory Independent Advocacy contracts provide Independent Mental Capacity Advocacy, Independent Mental Health Advocacy, Independent Care Act Advocacy, Independent Health Complaints Advocacy and Independent Generic Advocacy.

Independent Advocates support our clients to have a voice and help to understand information being shared with them in line with each discipline.

General Information:

The Employee must at all times carry out his/her responsibilities with due regard to SWAN'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.

This 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.

Role Overview:

The Advocacy Mentoring Manager supports the Training Manager for SWAN's Training and Development Team to manage and support Independent Advocacy practice in line with the specific legislation, Advocacy Charter and Codes of Practice for all areas of Independent Advocacy delivery.

The Advocacy Mentoring Manager will work with the Training Manager and as a member of the Operations Team to mentor and develop the workforce through 1:1 observation in practice, group and peer support activities and as part of the staff Personal Development Review (PDR) processes.

The role will require travel across all SWAN's service areas to work directly with our Independent Advocacy team members and other relevant staff.



Registered Charity No: 1125679
Company Registration No: 6599429

Reporting to:

The Training Manager

Direct Reports:

N/A

Duties & Responsibilities:

- Work as part of a team to mentor Independent Advocates to provide outcome focussed, person directed emotional & practical support within Independent Advocacy as outlined in the service specifications and in line with relevant legislation, regulations, codes of practice and internal policy & procedure
- To contribute to SWAN's training development in partnership with the Training Manager
- To contribute to Operations Team Meetings and liaise with Service Managers and Team Managers
- To support the Independent Advocacy Support Team
- To contribute to Independent Advocacy staff induction activities
- Undertake regular observations for Independent Advocates
- To provide clinical supervision to Independent Advocacy Managers as required
- Undertake regular peer group Best Practice and self- reflective sessions with Independent Advocates
- To contribute to the Personal Development Review process for individual advocates
- Undertake audits of Independent Advocacy records and reports as required
- To record minutes of group and individual meetings
- To liaise with Line Managers in relation to staff development and performance
- Travel throughout all SWAN service areas



Registered Charity No: 1125679
Company Registration No: 6599429

Person Specification: Advocacy Mentoring Manager

Qualifications Needed

- Diploma or Level 4 Independent Advocacy Qualification, that includes:
- One or more Statutory Independent Advocacy specialisms (**see guidance**)

Guidance: for example, Independent Mental Capacity Advocacy (IMCA) Independent Mental Health Advocacy (IMHA) Independent Care Act advocacy (ICAA) Deprivation of Liberty Safeguards Independent Mental Capacity Advocacy (IMCA DoLS)

Essential experience and knowledge crucial for the role:

- A minimum of 3 years direct practice experience of providing Statutory Independent Advocacy
- Experience of providing Statutory Independent Advocacy (eg: Independent Care Act Advocacy / Independent Mental Capacity Act Advocacy/ Independent Mental Health Act Advocacy/Independent Mental Capacity Act- Deprivation of Liberty Safeguards Advocacy)
- Experience of managing work time and work priorities, managing pressure and delivering on deadlines
- Ability to be self-directive, solution-focussed and work on own initiative in addition to working toward Team objectives
- 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
- Sound knowledge of the relevant Acts governing best practice: Care Act 2014, Mental Capacity Act 2005, Deprivation of Liberty Safeguards 2009 and Mental Health Act 2007
- Ongoing commitment to own Continuing Professional Development (CPD)

Desirable experience:

- Experience of providing supervision and developing staff members in Independent Advocacy
- Experience of facilitating team meetings
- Experience of Independent Advocacy training or coaching.

Other

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



Registered Charity No: 1125679
Company Registration No: 6599429

Skills and Attributes Needed

The Advocacy Mentoring Manager is 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.

Influencing others and negotiation

- Able to convey benefits to a course of action.
- Makes decisions that are consistent.
- Makes positive suggestions to encourage commitment from others.
- Ability to motivate and inspire others.

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 workforce.

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.
- Perseveres to achieve individual and team goals.
- Commitment to ongoing personal continuous professional development. (CPD)
- Makes well thought-out decisions with a rationale and takes responsibility for outcomes
- Recognises own development needs.



Registered Charity No: 1125679
Company Registration No: 6599429

Leadership

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

Pro-activity and Planning

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

Integrity

- Understands, demonstrates and promotes the values of the organisation.
- Supports the aims of the organisation.
- Delivers what is promised.
- 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.