



Registered Charity No: 1125679
Company Registration No: 6599429

Job Description: Team Supervisor (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 Advocacy Contracts provide Independent Mental Capacity Advocacy, Independent Mental Health Advocacy, Independent Care Act Advocacy, Independent Health Complaints Advocacy and 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 SWANs 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

Role Overview:

The Team Supervisor supports the Service Manager to manage Statutory Advocacy Disciplines in line with the specific legislation, guidance and Codes of Practice for each area of advocacy delivery. Independent Advocates must adhere to the Advocacy Charter and Codes of Practice when carrying out their work.

The Team Supervisor will work with the Service Manager to triage referrals, supervise, mentor and develop team members. The Team Supervisor will be responsible for allocating cases to Independent Advocates and Independent Advocate Volunteers. They will act as a deputy to the Service Manager and support them with their duties.

The Team Supervisor role is office based but requires travel throughout the county where the statutory contract is based.



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Reporting to:

The Team Supervisor reports to the Service Manager

Direct Reports:

Independent Advocates

Duties & Responsibilities:

- Work as part of a team to provide outcome focussed, person directed emotional & practical support and advocacy as outlined in the service specification and in line with relevant legislation, regulations, Codes of Practice and internal policy & procedure
- When working advocacy cases, act on behalf of the client at all times, following their instruction, taking action as directed by them and representing their wishes or choices
- Promote self-advocacy as a strategy to build confidence and independence
- Triage new referrals within contractual timescales and allocate cases to Independent Advocates
- Induct, train, supervise and support Independent Advocates
- Work with the Advocacy Support Team to ensure effective processing of new referrals
- Liaises with the Training Manager as necessary to arrange and facilitate individual and group peer support sessions for the Advocacy Team and facilitate best practice sharing meetings
- Arrange and facilitate team meetings as required
- Prioritise all work to meet the needs of clients and decision makers
- Ensure all relevant clients have clearly understood the advocacy agreement, boundaries of advocacy including the need to be issue specific, and end the advocacy case at an appropriate time
- Liaise, communicate, and negotiate effectively with a wide range of people
- Promote the rights, equality, diversity and needs of all by ensuring they are respected and valued as individuals
- Identify risks in delivering the service and ensure compliance with risk management procedures.
- Understand the relevant legislation, Codes of Practice and all organisational procedures in relation to safeguarding, including the need for timely and accurate reporting
- Understand individual responsibility for organisational and personal health and safety
- Ensure accurate recording and reporting of all data including team time recording
- Commitment to training and continual personal development
- Support the Service Manager with contract reporting and administration duties
- Maintain a caseload for the purpose of qualifying for the Independent Advocacy Qualification if necessary



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Person Specification: Team Supervisor (Statutory)

Qualifications Needed

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

Experience and knowledge crucial for the role:

- Working with people who are described as vulnerable, or who have additional support needs.
- Communication suitable for a wide variety of people, some of whom may have learning disabilities, physical disabilities, mental health issues or have been assessed as lacking capacity
- Managing work time and work priorities, managing pressure and delivering on deadlines
- Working individually but acknowledging the importance of being part of a team
- 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
- Knowledge of the Acts governing best practice: Care Act, Mental Capacity Act and Mental Health Act
- Experience of providing supervision, and developing staff members in Social Care

Desirable experience:

- Experience of delivering Independent Advocacy
- Experience of facilitating team and/or client meetings
- Experience of producing reports, managing and analysing data

Other

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



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Skills and Attributes Needed

Team Supervisors 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 attributes needed to succeed 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 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

Teamwork

- Inclusive of others by allowing suggestions for the service, sharing information and solutions
- Encourages team co-operation
- Pro-actively supports others
- Makes positive suggestions to encourage commitment from others

Personal Responsibility

- Takes personal responsibility for own performance
- Perseveres to achieve individual and team goals
- Proactively plans for self and others
- Recognises own development needs

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



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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
- 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
- Manages and treats others with integrity and 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 the role and aims for success
- Actively models positive organisational behaviour
- Creates an environment where positive attitudes can thrive
- Works to overcome obstacles