



South West Advocacy Network

Registered Charity No: 1125679

Company Registration No: 6599429

Job Description: Service Manager (Statutory Advocacy Services)

South West Advocacy Network 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:

Service Managers are responsible for their services meeting targets and delivering on contract requirements, including providing the data required for contract and organisational monitoring.

The Bristol Service Manager takes responsibility for all aspects of SWAN's Bristol statutory advocacy services (IMCA, Care Act, IMHA and In-Patient advocacy), and for the delivery of our social value projects.

The Bristol Service Manager will take responsibility for all aspects of SWAN's statutory advocacy services for South Gloucestershire (IMCA, Care Act, IMHA, Generic and NHS Health Complaints advocacy), Covering the maternity leave of the South Gloucestershire Team Manager.

The Bristol Service Manager will work in conjunction with the Team Supervisor to provide maternity cover.

The role assumes responsibility for all aspects of the local services and team performance and requires a positive approach and a high degree of personal responsibility.

Service Managers are experienced and inspirational leaders. They have, or are willing to work towards, a level 5 management qualification.

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

Reporting to:

Service Managers report directly to a Head of Services.

Direct reports:

Team Supervisor, Supervising Advocates, Advocates, Trainee Advocates, Advocacy Coaches and Volunteers

Duties and responsibilities: Bristol Service Manager

General

- To work collaboratively with other managers and assist, when necessary, with providing cover during periods of absence and play an active part in SWAN's Operational Leadership Team
- Act as the safeguarding lead for the service
- Stay up to date with relevant legislation, changes to practice and wider activities relating to advocacy; to input to policies / procedures (COVID-19, LPS etc).
- Act as a role model for exemplary behaviour, attitude, and mindset, embedding a culture of trust and accountability and challenging non-congruency and negativity
- To undertake all training as necessary and stay up to date with Continuing Professional Development
- Support SWAN to ensure that Advocacy Quality Performance Mark practices are business as usual
- Take responsibility for embedding good Health and Safety Practices and adhering to the Health and Safety Policy

Supervision and Development of Direct Reports

- Responsible for the recruitment for their service
- Responsible for the effective induction of new staff members and support through their induction period
- Undertake regular supervisions and Personal Development Reviews in line with the Company requirements for all direct reports
- Organise and lead regular team meetings, to provide minutes, actions, and documentation for each meeting. Team meetings will include professional development and guest speakers
- Deliver training workshops to the team, including lone working, safeguarding refreshers and the Purpose and Principles of Independent Advocacy (Unit 301) in line with Company requirements and maintain records of attendance
- Ensure all team members' training is up to date and work with the Training Manager to create new opportunities to upskill the workforce
- Undertake all other people management responsibilities for the team in relation to absence and performance management
- Manage disciplinary and grievance issues if/or when they arise

Management of Services

- Lead and manage the service 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
- Responsible for the effective triaging of referrals and allocations of casework after considering prioritisation of cases, current caseloads, and team members' skill set
- Provide temporary cover for own team's case work during periods of absence
- Complete accurate recording and reporting of all service data
- Ensure the timely completion of high-quality commissioning report narratives and casestudies
- Work proactively with the statutory services to promote the service, problem solve and uphold the



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agreed engagement protocols

- Communicate and negotiate effectively with a wide range of people, including commissioners, health and social care professionals and voluntary sector staff
- 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
- Ensure that good relationships are developed and maintained with other service providers
- Raise the profile of SWAN in the local area by any means identified as necessary



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General Information:

The Employee must always 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.

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.

The Job Description, duties and responsibilities for the temporary maternity cover role of South Gloucestershire Team Leader will be available for guidance.

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| Job Description Agreement | | | |
| Employee's Signature: | | Date: | |
| Line Manager's Signature: | | Date: | |



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Person Specification: Service Manager (Statutory Advocacy Services)

Qualifications Required:

- Diploma in Independent Advocacy Qualification (City & Guilds level 3 or 4) or willing to work towards.
- Level 5 Management qualification, 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
- Experience of managing people and resources
- Knowledge of contracted services in the voluntary 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.

Skills and Attributes Needed

Service Manager is expected to always 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, both internally and externally
- 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 and can demonstrate a clear rationale 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 and collaboration
- Pro-actively supports their peers

Personal Responsibility

- Takes personal responsibility for own performance
- Assumes responsibility for their team
- Perseveres to achieve individual and team goals
- Is self-aware and understands the impact of own behaviour on the wider team and stakeholders

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
- Understands and is proactive in supporting the needs of the business

Leadership

- Sets the right example to others
- Demonstrates empathy to others when faced with difficulties or disappointments
- Personal dedication, passion and belief in SWAN and its goals and priorities

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 performance and gives constructive feedback
- Ability to demonstrate good role model and mentoring skills and provides learning opportunities
- Builds trust within the team
- Recognises own development needs
- Challenges inappropriate behaviour and proactively manages underperformance

Integrity

- Understands, demonstrates and promotes the values of the organisation and supports its aims
- Delivers what they promise
- 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 their role and aims for success
- Actively models positive organisational behaviour and creates a learning environment
- Works to overcome obstacles