

Job title: Advocacy Service Manager

Hours per week: 37.5

Type of contract: Permanent

Reports to: Deputy CEO/SMT

Salary: £26,275 pa

Full-time based in Derby City with travel to surrounding areas.

Interviews will be held when suitable candidates apply.

This vacancy will close when a suitable candidate has been found.

Role description

To lead on the service delivery of the One advocacy contract, a statutory provision within Citizens Advice Mid Mercia (CAMM). You will oversee, inform and create a service delivery strategy that contributes to the effectiveness of the service and is contract compliant.

You will provide a robust, reliable, professional, consistent and boundaried service to adults within Derby City, with a small team of direct reports; staff and volunteers alike:

- IMCA
- RPPR (DoLS)
- IMHA
- Care Act
- NHS complaints
- Specialist (non-statutory advocacy).

Planning and development

- Have safeguarding is at the forefront of all practice within the One advocacy team
- Advise Dep. CEO/SMT on staffing and service delivery issues
- Co-ordinate activities, procedures and systems to promote common policies and/or practices within the appropriate service delivery area
- Implement IT and other resource strategies within CAMM guidelines
- Participate in initiatives as appropriate and contribute to the work of partners and stakeholders

- Support the strategic development of CAMM & One advocacy, to ensure its management and services to clients reflect and support the CAMM quality and diversity strategy.

Service delivery

- Record and analyse data to provide reports to Commissioners
- Supervise the work of the team to ensure that standards meet CAMM and funders contractual requirements
- Ensure service delivery and adequate cover from available staff
- Monitor, report and feedback the quality of advocacy support provided
- Maintain and develop standards of service delivery
- Research, identify and respond to advocacy needs, in particular the needs of identified vulnerable client demographics
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control
- Assist and advise the relevant managers on compliance with CAMM and external funders
- Provide performance reports on a monthly basis to the Dep. CEO.

Financial management

- Contribute to decisions on allocation of resources
- Oversee the team budget for expenses and training
- Responsibility for spot purchase contracts, invoices and payments.

Staff management

- Ensure all team members are aware of, and able to effectively report and disclose safeguarding concerns
- Ability to delegate as appropriate
- Attend regular meetings of the management team
- Schedule, attend and document regular team meetings
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best, ensuring CORE values are adhered to at all times

- Ensure the effective performance management and development of staff through weekly supervision sessions, the appraisal process and learning and development, incl. the disciplinary and capability processes and reflective practice
- Able to prioritise own caseload, and that of individual team members
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- Ensure that the service area is adequately staffed and resourced
- In accordance with CAMM and service procedures, assist the SMT in implementing employment policies and procedures
- Encourage good teamwork and lines of communication between all members of staff
- Ensure recruitment, induction and training of new staff as appropriate.

Administration

- Oversee and monitor effective and efficient administrative systems
- Monitor an effective health and safety policy with regard to staff, equipment and premises within statutory requirements
- Maintain complaints procedures in accordance with CAMM guidelines.

Learning and development

- Undertake mentoring, coaching and effective development of staff and volunteers by checking competences, case reviews, file audits and shadowing
- Identify and implement own learning and development needs
- Maintain the service area's learning and development plan
- Identify knowledge gaps within the team and source external training
- Record all individual and team training attended, for Commissioners reports
- Identify the learning and development needs of staff through support and supervision and contribute towards CAMM's learning and development plan.

Person specification

- The ability to commit to, and work within, the aims, principles and policies of CAMM and one advocacy
- Proven ability to manage people including the ability to recruit, develop and motivate staff and volunteers

- Able to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best
- Ability to monitor and maintain casework systems and procedures
- Proven ability of monitoring and maintaining service delivery against agreed targets
- Ability to communicate effectively, verbally and in writing
- Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing
- Ability to ensure best use of IT systems and packages in the provision of advice services
- Ability to monitor and analyse statistics and to check accuracy of calculations
- Ability to work with a variety of organisations and to earn and maintain the trust of those people
- Ability to lead and contribute to a team, including the ability to prioritise own work and the work of others, and take decisions in the day to day running of a busy service area, with constant interruptions
- Ability to manage a budget and contribute to decisions on the allocation of resources
- Ability to plan and manage projects
- Commitment to continuing professional development (CPD)
- Adhere to CAMM CORE values at all times.

COVID-19 considerations:

Covid-19 measures in place in all office locations.

To apply, please visit our website to download an application form here

<https://www.citizensadvicemidmercia.org.uk/vacancies/> and send your completed application to staff@citizensadvicemidmercia.org.uk