**Advocacy Manager**

Length of contract: Permanent, subject to the continuation of funding

**Salary:** Starting salary £30,136 (pay scale £30,136 - £32,963)

**Based at:** Trafford/ agile working

**Hours:** 37 hours

**Responsible to:** Services Manager

**Responsible for:** Team of Independent Advocates

**Our Mission**

We help people to achieve the outcomes that matter to them in their lives, by providing high quality advocacy

**Purpose of role**

The post holder will support the Services Manager to co-ordinate an independent advocacy service that meets national advocacy standards and good practice. Carrying a client caseload, the post holder will deliver advocacy in line with the Mental Capacity Act 2005, Mental Health Act 2007, and Care Act 2014 guidelines. They will lead, supervise, and monitor the performance of the Advocate team, and contribute towards the development of team members and future service delivery.

**Key tasks**

* Carry and maintain a client caseload providing independent advocacy support within MCA, MHA, and Care Act guidelines.
* Support the Services Manager to implement, monitor and evaluate service delivery against, national quality, performance mark standards, and good practice.
* Take a lead in casework and welfare supervision of an advocacy team, monitoring performance and training needs.
* Provide line manage support, supervision, and training for a team of Advocates, coordinate student placements and standardise quality of student assessments/supervision
* Oversee the successful attainment of the Independent Advocacy Qualification amongst the Advocacy team.
* Collate and share data with the Services Manager, highlighting changing people’s needs and the likely impact on service delivery, which will contribute towards strategic planning.
* Communicate with local authorities and ICB’s and represent Advocacy Focus at various meetings as required and to provide feedback to the team.
* Develop and maintain positive relationships with stakeholders and other relevant agencies.
* Carry out regular monitoring and evaluation taking an active role in improving and developing the service.
* Keep abreast of current and new relevant legislation and policy guidance to ensure such information is disseminated to staff and that learning is integrated in practice.
* Actively participate in peer support sessions with staff members.
* Produce reports for the Services Director and others as may be required.
* Undertake duties in line with safeguarding and data protection principles.
* Ensure strict confidentiality is maintained in line with policy and Advocacy Standards.
* Work as a member of the Advocacy Focus team, attend monthly staff meetings and training as necessary.
* Work flexibly across all of Advocacy Focus’, service delivery areas.
* Maintain accurate monitoring and recording systems.
* Play an active role within the Advocacy Focus management team.
* Work within and comply with quality management systems.
* Attend regular supervision/appraisal sessions with the Services Manager
* Be available to work occasionally in the evening and weekends as required.
* Work within Advocacy Focus’ policies and procedures.
* Be responsible for identifying areas for personal development.

**Person Specification – What we need from you**

This section outlines the things we need from an Advocacy Manager. You will see you don’t always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/ or are things that you could be trained to do.

Don’t meet every single requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet every single qualification. At Advocacy Focus we are dedicated to building a diverse, inclusive, and authentic workplace, so if you’re excited about this role but your past experience doesn’t align perfectly with every qualification in the job description, we encourage you to apply anyways. You may just be the right candidate for this or other roles.

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| **Education and training** | |
| **Essential** | **Desirable** |
| Knowledge of requirements for the MHA, MCA, IMCA, DOLS, RPR, and safeguarding procedures. | IA Qualification or Level 2 Diploma in Health and Social Care or equivalent |
| Working knowledge of the Mental Health, Mental Capacity and Care Acts | Experience/ knowledge of local and national safeguarding policies and practice. |
| The ability to drive and a full UK drivers’ licence. Must have use of own vehicle and be willing to travel across our network of offices and stakeholder locations. | Management qualification |
| Grade B or above in English and Maths (or equivalent) |  |
| **Achievements, experience, skills & abilities** | |
| **Essential** | **Desirable** |
| Knowledge and understanding of the principles of advocacy and empowerment, and an awareness of the issues involved for people who use services, service providers, and planners. | Working with a diverse range of individuals from a variety of different Black and Minority Ethnic group populations. |
| Ability to manage and provide leadership, guidance, and coaching to team members and volunteers. | Experience of developing and working in line with strategic plans. |
| Experience of managing a caseload delivering MCA or MHA advocacy. |  |
| The ability to understand guidelines, policies, and records etc.  Experience of completing records yourself. | Experience of outcome-based service delivery and the required records which evidence that. |
| Computer literate, including word processing skills, sound keyboard skills and knowledge of MS Word/ MS office applications, use of MS Teams, Zoom and other virtual platforms. | A commitment to personal development and training |
| Able to be caring, sensitive and patient while supporting people to be as independent as possible. | Experience of working with vulnerable people in a home, community or education setting. |
| Keen to work with the people Advocacy Focus supports and demonstrate empathy and compassion. | An understanding of human rights and mental health. |
| Ability to methodically think through problems and come up with new solutions. | Abilities relating to inclusive communication techniques. |
| Ability to listen, understand and respond to people, always putting the person that’s being supported first. | Experience of contributing to the person-centred review process and of using a range of person centred planning tools. |
| Experience of working in a work team setting. Experience of coaching and mentoring colleagues to improve practice. | Experience of developing new ideas that improve people’s independence and working flexibly to achieve them. |
| Ability to get on well with people and work in harmony with others, by both challenging and helping people to develop and learn from their experiences. |  |
| Flexible in working arrangements which involve from time to time early/late starts/finishes and some evening work |  |