



## SERVICE MANAGER – DUMFRIES AND GALLOWAY

Thank you for your interest in the above opportunity. I am pleased to enclose:

- 1 Job Description / Person Specification
- 2 Service Briefing
- 3 Job Applicant Privacy Notice
- 4 Application Form (separately)

I look forward to receiving your completed application by **5pm on 29<sup>th</sup> January 2021**

Please email it to [pamela.deans@dgadvocacy.co.uk](mailto:pamela.deans@dgadvocacy.co.uk) marked:  
**'Confidential - Service Manager Vacancy'**.

If you have any enquiries meantime, please contact me on the above email address.

***Please note we do not accept CV's.***

Yours sincerely

**Pamela Deans**  
**Chief Executive Officer**



Dumfries & Galloway

**ADVOCACY SERVICE**

*Delivering Advocacy in the Region since 1993*

## SERVICE MANAGER - JOB DESCRIPTION / PERSON SPECIFICATION

|                        |  |
|------------------------|--|
| <b>Hours:</b>          | 35 hours per week  |
| <b>Terms:</b>          | This post is initially for one year ( <i>It is hoped the post will continue after this time but will be dependent on funding</i> ) |
| <b>Salary:</b>         | £25,000  |
| <b>Responsible to:</b> | Chief Executive  |
| <b>Based:</b>          | Dumfries Head Office, with travel across the region, and occasionally outwith (currently working remotely due to Covid-19)         |
| <b>Requirement:</b>    | Must have full driving licence and access to independent transport   |
| <b>Closing Date:</b>   | Friday 29 <sup>th</sup> January 2021 at 5pm.   |

We have a fantastic opportunity to help make a positive difference in our Community by joining Dumfries and Galloway Advocacy Service. We are seeking an organised and motivated individual to take on the role of Service Manager.

Independent Advocacy is about helping to support clients to express their thoughts and wishes and ensure that their views are expressed clearly. An Independent Advocate will help clients to speak up and act for themselves. This can include listening and providing information and representing someone's views by speaking on their behalf. An Independent Advocate may be asked to support clients by attending Reviews, Care Planning meetings, Children's Hearings (with the parent/guardian), GP appointments and more. Clients may want to contact an advocate if they are concerned about their treatment or care, or any other problems they may have whilst staying in hospital, a residential setting or in their own home.

### The Role

#### Management

- Work with a range of stakeholders to maintain and optimise the delivery of Independent Advocacy provision and provide information and reports to CEO, Funders and Board as required.
- Write and review policy / process documentation and ensure services delivered in accordance with the SIAA's Principles, Standards & Codes of Best Practice.
- Provide support and leadership, supervising the team of independent advocates and volunteers and to deputise for the CEO.
- Work with the CEO in the ongoing development of Independent Advocacy services aligned to DGAS's organisational values and strategic plan.
- Lead, motivate and support staff team through all stages of service delivery ensuring that the highest quality of advocacy is delivered to the appropriate Service Level Agreement standards / contracts, and in line with the SIAA's Principles, Standards and Codes of Best Practice and DGAS's principles and values.
- Recruit volunteers and deliver advocacy training.
- Assist with recruitment of staff and deliver advocacy training.

## Project Management

- Attend all relevant monitoring, management, staff and support meetings as required to progress organisational change and development.
- Oversee the development of evaluation tools, ensuring relevant data and feedback are captured, analysed, reported and acted upon.
- To ensure that Child and Adult Protection concerns are dealt with within SLA's and in accordance with DGAS's policies/procedures and where applicable confirming to local multi-agency action plans.
- Allocate cases as appropriate.
- Where appropriate and necessary, deliver independent advocacy for and on behalf of our advocacy clients on a temporary/crisis basis e.g. sickness/holiday cover.

## Outreach and Awareness Raising

- Represent DGAS at external meetings and seek opportunities to raise awareness of the service to potential stakeholders.
- Support the CEO in wider outreach activities and meetings as required.
- Contribute positively to enhance awareness across our Social Media channels whilst ensuring strict guidelines are adhered to.

## Finance

- Ensure that expenditure remains within budget and act appropriately where variation from budget is identified.

## Health & Safety

- Together with the CEO, ensure that all health and safety checks are conducted regularly in accordance with regulations for office premises, i.e. PAT testing, accident reporting and RIDDOR, etc.
- Ensure that DGAS premises are appropriately maintained and report any issues to the CEO.
- Ensure safe lone working practice for all Independent Advocates.

## **What we'd like you to have**

- Experience of leadership and management.
- A knowledge and understanding of social and healthcare services.
- Excellent interpersonal skills, including an ability to listen reflectively, work independently and communicate sensitively and appropriately with a variety of people.
- Excellent written skills and a good knowledge of IT including Office 365.
- A willingness and ability to work flexible hours.
- A passion for equality, inclusion and diversity.
- Must have full driving licence and access to independent transport
- This job description is subject to review in response to service improvement initiatives, changes to local strategies and /or national legislation.

You will also be required to carry out any other task reasonably requested to ensure the efficient running of the Company.

### What is it?

Independent Advocacy is about empowering people who are involved in using or receiving services. We work within Dumfries & Galloway to express our client's views, wishes and feelings. We are as free from conflict of interest as possible and work separately from other services; our actions are not influenced by the views of service providers. We are a registered charity with a Board of Directors. We follow the Code of Conduct and Principles & Standards as published by the (SIAA) Scottish Independent Advocacy Alliance.

### What do advocates do?

Advocates strive at all times to stand by the client and minimise conflict of interest. Independent Advocacy is often most relevant where a conflict of interest has arisen in the management of a person's care and treatment, and the advocate can ensure that the client's voice is expressed without compromise. An advocate works on a one to one basis with the client to find solutions to their issues and help them to understand the options that are available to them, while protecting their rights and ensuring they are treated with respect and dignity. This service may also provide support to those individuals within a carer's role.

### Why is independent advocacy important?

Dumfries and Galloway Advocacy Service will help a client understand what might be happening in their life and take control of their circumstances by empowering them to help themselves. They will use listening skills and help a client think through their problems or find information that will help them make informed choices and decisions. Advocates can also speak on a client's behalf if they feel unable to do so, making sure their thoughts, feelings and wishes are fully understood by others, but also make sure they understand what may be said to them or about them.

### Who are we?

Dumfries and Galloway Advocacy Service are commissioned on behalf of Dumfries and Galloway Health and Social Care to deliver services that are free, confidential and person centred. Although we are a confidential service it may be necessary to disclose information to a third party if we believe the client, another person or child is at risk of harm.

Dumfries and Galloway Advocacy Service supports adults aged 18 and over with:

- Individual General issues around Local Authority, Social Services, NHS, GP's and much more...

The aim is to promote empowerment of adult residents of Dumfries and Galloway who require help, in whatever context, to understand the options open to them, to enable them to make informed choices and/or to make their own views known.

- Adult Advocacy in terms of the Mental Health (Care & Treatment) (Scotland) Act 2003: The aim is as above, plus: to provide independent advocacy to people with a mental disorder in accordance with the requirements of the Mental Health Act, enabling people to be empowered and their views heard.

- Collective Advocacy

The aim is to promote empowerment of adult residents of Dumfries and Galloway where a group of people who are all facing a common problem get together on a formal basis to support

each other over specific issues. Individual members of the group may also support each other over specific issues. The group may campaign on an issue that affects them all. Being part of a collective advocacy group can help to reduce a person's sense of isolation when raising a difficult issue.

### Legislation (The Law)

If an adult or a young person is subject to intervention under the Mental Health (Care & Treatment) (Scotland) Act 2003, they have a right to independent advocacy services and a referral will be made by the Mental Health Officer (MHO) to the relevant advocacy service. Clients who come under the Mental Health (Care & Treatment) (Scotland) Act 2003 can also refer themselves to our service for advocacy support relating to issues such as hospital detention, mental health tribunal and issues relating to the NHS or Social Services and more.

Under the Adult Support & Protection (Scotland) Act 2007 which offers support to persons aged 16 or over, there is a right to be made aware of the role of advocacy services in assisting with a clearer understanding of the person's wishes and feelings.

### Further Information

We are an issue based service, and as such, once the clients issue is finished we will contact them and/or their referrer about closing the case and if they have any further issues in the future they can come back to us at any time.

We are not able to support clients with Employment Issues or give Benefits Advice and we do not attend Employment or Benefit Tribunals / Assessments. We are also not able to support a client or speak on behalf of a client to the Media.

### Situations Dumfries and Galloway Advocacy Service provide support for:

- ❖ NHS and Local Authority
- ❖ Mental Health issues including Tribunals
- ❖ Adult Support and Protection
- ❖ Older persons issues
- ❖ Child Protection, Children's Hearings, Reviews
- ❖ Adults with Incapacity
- ❖ Learning Disability
- ❖ Acquired Brain Injury
- ❖ Carers Issues
- ❖ Autistic Spectrum / Asperger's Syndrome

### Service Objectives

1. To provide access to an advocacy service for all people regardless of location, age, gender, disability, sexual orientation, ethnic origin, faith/religion, or social background.
2. To match clients and advocates appropriate to each situation's needs, seeking specialist support where indicated and ensuring clients' comfort at all times.
3. To support people who, because of incapacity or communication difficulties, may not be able to express their needs or views.
4. To guide people towards self-advocacy and avoid creation of dependency.
5. To help clients to access and understand information relevant to them and make appropriate choices or decisions which give them fuller control of their lives.
6. To develop links with service providers, professionals and relevant support organisations to ensure clear understanding of the role of advocacy.
7. To provide access to advocacy in line with the prevailing legislation and Scottish Government guidance.

## How do you refer to our service?

Any person can refer from any agency whether Health, Social Work, Third Sector etc. but the client must be aware of and be able to consent to the referral unless they lack capacity and it is then the responsibility of the referring agency to make the referral. Clients can also self-refer.



## **Privacy Notice for Job Applicants**

As part of any recruitment process, the organisation collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

### What information does the organisation collect?

The organisation collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process; and
- information about your entitlement to work in the UK.

The organisation may collect this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

The organisation may also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks. The organisation will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

### Why does the organisation process personal data?

The organisation needs to process data to take steps at your request prior to entering into a contract with you. It may also need to process your data to enter into a contract with you.

In some cases, the organisation needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The organisation has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The organisation may also need to process data from job applicants to respond to and defend against legal claims.

The organisation may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. It may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. The organisation processes such information to carry out its obligations and exercise specific rights in relation to employment.

For some roles, the organisation is obliged to seek information about criminal convictions and offences. Where the organisation seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

The organisation will not use your data for any purpose other than the recruitment exercise for which you have applied.

### Who has access to data?

Your information may be shared internally for the purposes of the recruitment exercise. This includes board members, interviewers involved in the recruitment process (which may include external interviewers), line managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

With the exception of external interviewers (if relevant), the organisation will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The organisation will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure Scotland Service, if necessary, to obtain necessary criminal records checks.

The organisation will not transfer your data outside the European Economic Area.

### How does the organisation protect data?

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

### For how long does the organisation keep data?

If your application for employment is unsuccessful, the organisation will hold your data on file for 6 months after the end of the relevant recruitment process. At the end of that period your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

### Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and



- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the Chief Executive at the organisation's head office address.

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

#### What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the organisation during the recruitment process. However, if you do not provide the information, the organisation may not be able to process your application properly or at all.

#### Automated decision-making

Recruitment processes are not based solely on automated decision-making.

[www.dgadvocacy.co.uk](http://www.dgadvocacy.co.uk)



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