

CAPS Independent Advocacy



JOB DESCRIPTION

POST: Communications Manager

GEOGRAPHICAL REMIT: Scotland

LOCATION: Eskmills Park, Musselburgh and Argyle House, Edinburgh

HOURS: 24 hours per week (part-time). Full time is 36.25hrs per week.

SALARY: Grade AP4, £24,293 – £26,890 per annum FTE.
Starting salary £24,293 per annum, £ 16,084 pro rata.

LINE MANAGER: Chief Executive Officer

PURPOSE OF THE POST

This is a new position within CAPS. The postholder will be responsible for developing a digital communications strategy and supporting the staff team to implement this, including compliance with data protection regulations. This post will provide assistance to the Collective Advocacy staff in using IT equipment and software to streamline and improve communication with people who participate in our projects.

In addition, they will also take on responsibility for communicating with CAPS members and for supporting the Management Committee in their governance duties.

Key Objectives

1. Developing a digital communications strategy;
 - Consult with staff to create a Communications Strategy which describes CAPS many forms and levels of communication with different stakeholders;
 - Consult with staff to define CAPS brand identity, producing a style guide for all publications and communications;
 - Facilitate staff involvement with an external web designer and be the main contact for CAPS in liaising with them on the creation of a new website;
 - Once developed, take responsibility for all website content, including regular updates and reflecting the dynamic nature of the work of the organisation;
2. Support the implementation of a Communications strategy
 - Offer training and assistance to staff in implementing the Communications strategy including ongoing assistance in proof reading

and editing promotional materials (e.g. leaflets, presentations, reports etc);

- Ensure compliance with all data protection regulations relevant to CAPS communications and in particular with any new developing collective advocacy work;
- Assist Collective Advocacy staff with any resource issues or IT issues which make it difficult for them to implement the communications strategy including software updates, internet connections etc;
- Assume responsibility for managing and maintain stationery and resources in the Argyle House office;
- Assume responsibility for promoting CAPS experience led education sessions delivered via our LEARN project;
- Communicate key information prior to the courses with session participants and gather their feedback thereafter;
- Take responsibility for CAPS Facebook pages and regular posting, and assist Collective Advocacy staff to regularly post also in line with CAPS social media policy and new style guide;
- Refresh CAPS Twitter account and take the lead on its use;

3. Provide support to CAPS Management Committee and communication with members

- Prepare papers for Management Committee meetings;
- Produce minutes of all meetings, and other updates and papers to inform the Management Committee as required;
- Maintain the register of members, register of trustees and register of interests;
- Assist the Management Committee in fulfilling governance duties by carrying out an initial Induction of new members and thereafter informing them of all relevant new guidance relating to charities;
- Take responsibility for AGM planning and communication with members including proxy voting;
- Take responsibility for the collation and distribution of CAPS Annual Report;
- Develop opportunities to communicate with members;
- Promote membership and encourage more collective advocacy participants to become members;
- Liaise with the Finance and Administration manager and Chief Executive Officer on all aspects of this task which overlap with their duties.

General tasks

- work independently, prioritise workload and meet deadlines;
- work flexibly, using a TOIL system to ensure coverage of training sessions;

- support the work of the CAPS staff team and contribute to the smooth running of the office;
- have a commitment to and ensure the practical application of CAPS' policies and procedures;
- ensure that your actions and work behaviours meet the standards set by CAPS;
- any other duties deemed relevant to the post.

CONTACTS

- external stakeholders: funders, commissioners, councillors, politicians
- people who use mental health services and people who use other advocacy services in Lothian;
- staff from NHS Lothian and third sector health and social care organisations;
- staff from other advocacy organisations;
- other CAPS' staff, volunteers, Management Committee and CAPS members.

MANAGEMENT

You will be line managed by the Chief Executive Officer through regular supervision sessions. You will be ultimately accountable to CAPS Management Committee and will be expected to report to them when required. You will also take part in team meetings with other CAPS' staff.

LOCATION

This post is based in Eskmills Park, Musselburgh and Argyle House in Edinburgh. Current Coronavirus restrictions will necessitate home working initially.

FUNDING

This is a permanent post funded by several different funders and relies on CAPS funding remaining at the same level. There will be a six month probationary period associated with this post.

EMPLOYER

Your employer will be CAPS' Management Committee.

TRAINING

You will be expected to participate in training and personal development as identified through supervision with your line manager. You may also ask for particular pieces of training. It may not be possible to approve a particular piece of training if we do not have the resources.

You may have to undertake some evening and weekend work, which will be accommodated into the contractual hours.

ABOUT CAPS

CAPS is an Independent Advocacy Organisation which provides Individual Advocacy to people from East Lothian and Midlothian who have mental health issues or are using drugs and alcohol. We also provide advocacy for children and young people going through the Children's Hearings process, in these areas.

We provide Collective advocacy to groups of people across Lothian with mental health issues so they can come together and voice their experiences in order to bring about change for others or improvements in services.

The main purpose of CAPS' work is therefore to assist people, through advocacy, as individuals or as members of a group, to set their own agenda, make their wishes known and to have a say in how they live and what services they use. Visit our website for more details www.capsadvocacy.org

We are set up so that the organisation and its staff are as free as possible from any conflicts of interest. We are independent from the people who fund us and those who provide other services to the people we work with. CAPS is a member of the Scottish Independent Advocacy Alliance (SIAA) and we adhere to the Principles and Standards of Independent Advocacy. CAPS was established in 1991.

MISCELLANEOUS

For the good of CAPS, all staff have a duty to be flexible enough in their working practice to support the work of other functions within the organisation. This post will be subject to a Basic Disclosure from Disclosure Scotland.

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Scottish Charity No. SC021772

www.capsadvocacy.org