

# JOB SPECIFICATION

<b>Post Title</b>	Advocacy and Participation Manager
<b>Salary Range</b>	£33,640 - £39,576
<b>Hours of Work</b>	35 hours per week – some evening and weekend work required. Hours can be worked flexibly
<b>Area</b>	Central Scotland Local Authorities: Falkirk, West Lothian, Clackmannanshire, Stirling
<b>Base Location</b>	Glasgow National Office – Home working flexibility
<b>Responsible to</b>	Director of Advocacy and Participation
<b>Last Update</b>	July 2021

## Introduction

**Who Cares? Scotland is Scotland’s only national independent membership organisation for Care Experienced people. Our strategic vision is to secure a lifetime of equality, respect, and love for Care Experienced people in Scotland.** At the heart of Who Cares? Scotland’s work are the rights of Care Experienced people and the power of their voices to bring about change. We provide individual relationship based independent advocacy and a range of connection and participation opportunities for Care Experienced people across Scotland. We work alongside Corporate Parents and others to broaden understanding and challenge the stigma experienced by Care Experienced people. We create opportunities for people with lived experience of care to influence policy makers, leaders, and elected representatives locally and nationally to shape legislation, policy and practice. We do this collaboratively to build on the aspirations of The Promise and secure positive change.

## Purpose of the Post

The purpose of the post is to provide leadership and direct management of Who Cares? Scotland Advocacy and Participation Workers (APW) within the Central regional team. The Central regional team comprises of our services and staff within West Lothian, Clackmannanshire, Falkirk and Stirling. The post holder will develop and lead on advocacy and participation within the region and to contribute to the overall strategic direction of Who Cares? Scotland in line with the organisations vision, mission and values.

The post holder will be an innovative, strategic thinker who thrives within a supportive team whilst working with a great deal of autonomy and responsibility. The post holder will inspire and build the skills and confidence of a geographically wide-spread staff team delivering

independent advocacy and participation opportunities for care experienced children and young people.

### Main Duties and Responsibilities

1. To manage the development of advocacy services and monitor and maintain standards in line with contractual agreements within the Central regional area.
2. To provide leadership, management, coaching, support and direction to the staff within Who Cares? Scotland.
3. To be responsible and accountable for the management of the region's financial budgets in line with Who Cares? Scotland's financial and administration procedures.
4. To ensure appropriate allocation of workload within the team.
5. To be responsible for membership engagement, growing a network of supporters in local communities and creating an attractive belonging offer for our members.
6. To influence and develop the strategic direction of services within Who Cares? Scotland.
7. To report on outcomes and progress towards strategic objectives within the region, within your project lead, and nationally.
8. To be responsible for the compliance of local contracts within your regional area.
9. To be responsible for the sustainment and growth of Membership.
10. To be responsible for a local business plan where opportunities and threats to contracts are addressed pro-actively ensuring all services provided meet agreed service levels, standards, and outcomes.
11. To lead the regional team, ensuring clear direction, outcomes and purpose in line with the overall strategic direction of the organisation.
12. To participate fully in the on-call management within Who Cares? Scotland.
13. To work with management colleagues in the influencing directorate to effectively utilise the expertise of our national office.
14. To work in partnership with Advocacy and Participation Managers across Scotland, under the direction of the Director of Advocacy and Participation; ensuring that learnings and experiences from advocacy, champions board and other engagement and participation initiatives are all understood and informing Who Cares? Scotland's national strategic and operational vision.
15. To establish and maintain strategic relationships with key partner organisations within the sector and nationally where relevant to the programmes of work the post holder is responsible for.

16. To represent the organisation locally, regionally and nationally as delegated by the Director of Advocacy and Participation.
17. To sit on forums, working groups, and lead on developing and delivering opportunities which give our work a platform to promote its ambitions and learnings. This will include attending conferences, running workshops across Scotland to a range of funders, local and national government and public sector representatives.
18. To work proactively with the Fundraising and Partnership Manager for the benefit of the programme.
19. To work proactively with other Data and Impact Measurement Team colleagues to ensure effective monitoring and evaluation processes are adhered to and in place; and that business support and finance teams are supporting the work of the team.
20. Contribute to the organisations policies and procedures in line with local and national strategic and legislative change.
21. To use the findings of our work to influence policy and practice within the sector.
22. Ensure the participation of children and young people locally as part of Who Cares? Scotland national and local work.
23. Oversee the preparation of quarterly liaison reports and annual reports which are based on the agreed outcomes for your area of responsibility and attend liaison meetings as appropriate.
24. Organise and facilitate Who Cares? Scotland discussion and consultation groups.
25. Promote a children's rights-based approach to practice through effective leadership.
26. To implement both the organisational and local child protection procedures in respect of issues raised by Children and Young People and ensure appropriate action is taken.
27. To ensure the recording and reporting of unmet need within your area of responsibility.
28. Adhere to Who Cares? Scotland policies and procedures and values always.
29. Carry out any other duties commensurate with the post as agreed by your line manager.

## Communication

The post holder will have key contacts with:

- Children and young people in your area of responsibility
- Identified liaison contacts
- Advocacy and Participation Workers
- Leadership team colleagues

- Influencing team colleagues
- Other voluntary and statutory organisations
- Private and business organisations
- Key community individuals.

Teamwork is important to the smooth running of the organisation and all team members are required to play an active part. This is important in relation to liaison with colleagues and, ensuring that the service provided meets service level agreements and contributing to the national work of the organisation.

### Working environment

Due to the leadership nature of this role, the post holder will be based in our Glasgow National Office. Flexibility will be required given the remit of the role. Some evening and weekend work will be necessary. A full driving licence and access to transport is required.

The postholder will be based mainly from home in the first instance due to the restrictions in place for COVID-19.

### Attitudes and values

Commitment to:

- Human and Children's rights
- Working inclusively with an understanding of equal opportunities practices
- Belief that young people can make transformative change happen in their lives if given the opportunity.
- Working in partnership with Care Experienced people, empowering them to make decisions about their own lives
- Developing best practice through regular supervision and training opportunities
- Inter-agency, inter-disciplinary working to improve outcomes for children and young people.

### Knowledge, skills and experience

#### Qualification

- While we would welcome the knowledge gathered through a relevant qualification, we are just as interested in relevant work experience.

#### Knowledge

Demonstrable knowledge of:

- The issues affecting young people who are looked after away from home
- The care system in Scotland
- Children's rights
- Child protection issues

- Advocacy and its principles
- Current policy and practice in relation to children and young people

### Skills and Competencies

- Ability to manage your time, workload and staff team to effectively meet deadlines
- Ability to effectively evidence and plan work
- Excellent communication and interpersonal skills, both oral and written are required to achieve effective working relationships
- Communicate effectively and appropriately as a manager, both verbally & in writing, to a range of internal and external audiences
- Ability to form positive relationships with children and young people
- Ability to work collaboratively as part of a team and on own initiative
- Ability to work some evenings and weekends, with possible overnight stays
- Comprehensive knowledge of the Microsoft office suite
- Ability to travel to isolated locations, where there may be limited public transport

### Experience

- Supervision and support of staff and volunteers
- Motivating and leading a staff team
- Managing budgets and performance targets as well as reporting as necessary to funding bodies.
- Working directly with children and young people, both individually and in groups
- Working in an inter-agency, inter disciplinary way within voluntary or statutory sector
- Report writing and evidencing practice
- Delivering training to a range of audiences

**We particularly welcome applications from people with experience of the care system who meet the criteria for the post.**

**Closing date for applications is Tuesday 27<sup>th</sup> July 2021**

**Interviews will be held remotely/in person on Wednesday 11<sup>th</sup> August 2021**