## xxx-YOU FIRST-A4 to 6pp (4) (2)

## Job Description

**Post**: Advocacy Service Manager

**Responsible to**: Board of YFA Management

**Location**: Renfrewshire

**Hours of Duty**: 37.5 to be worked as required

**Salary:**  SP 35 – SP40 - £29,414-£33,770

**Pension:** 6% YFA Pension – 2% Employee contribution

**Benefits:** 2 x Annual Salary Life Assurance Benefit

**Travel:** 0.45p per mile

# Job Summary:

As the Service Manager you will be responsible for the overall delivery and management of the service and for ensuring that the contract requirements and standards are met. You will be responsible to the Board and prepare reports to facilitate the development of the service. You will be responsible for promoting Individual and Independent Advocacy in the community.

# Duties and Responsibilities:

**General**

* Management support and leadership to staff
* Regular supervision of staff
* Ensure effective and efficient deployment of staff
* Ensure adherence to the policies, practices and guidelines of You First Advocacy
* Be accountable to the Board of Management and provide regular reports.
* Health and Safety in relation to the staff, volunteers, service users and premises.
* Ensure compliance in the delivery of Service contracts.
* Ensure allocation of referrals is dealt with fairly and timeously.
* Enable service users to access Independent Advocacy as required.
* Ensure maintenance of premises, furnishings and office equipment.
* Obtain Insurances to cover all aspects of the service and buildings. This includes Personal Public and employers Liability.

**Financial:**

* Preparation and management of Budget.
* Petty cash
* Invoicing and payments to external services
* Payment of rent and other costs relating to existing premises.
* Obtaining Profit and Loss update reports for Board meetings.
* Participation in Audit process.

**Ongoing:**

* Preparation of quarterly and annual reports for funders.
* Participation in preparation and submission of Tender application documents.
* Development of practice that ensures You First Advocacy adheres to the Principles and Standards and Code of Practice of Advocacy produced by the Scottish Independent Advocacy Alliance.
* To develop the service in conjunction with the Board of Management to ensure the continuing professional practice and achieve the best possible outcomes for service users.
* To participate in and arrange and training events for staff that will support and enhance professional practice.
* Promote service user involvement in ensuring quality service delivery. Service Development, stakeholders’ events and personal consultation with service users are a means of achieving this.
* Fortnightly Team meetings for staff and volunteers
* Ensure that all administration processes are adhered to.
* Four weekly preparation, authorisation and submission of all staff time sheets absences and expenses.
* Submission of yearly reports to Companies House and The Office of the Scottish Charities Regulator.
* Participate in wider Health and Social Work Initiatives.
* Cary a small caseload.
* Any other duties as instructed by the Board of Management of You First Advocacy.

This Job Description is a general summary of the post, it is neither exhaustive nor exclusive. The post holder will be required to contribute to the ongoing development of the description, the post and You First Advocacy.

**The post holder will be required to participate in supervision and negotiate their Annual Appraisal objectives, which will be an integral part of this job description. This will create a dynamic environment for the post holder to pursue their personal and service development.**

PERSON SPECIFICATION

Advocacy Services Manager – 37.5 hours weekly

**QUALIFICATIONS**

Essential Desirable

|  |  |  |
| --- | --- | --- |
| Degree Level or Equivalent |  | ✓ |
| Relevant management qualification |  | ✓ |

**EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| Previous Managerial/ Supervisory experience | ✓ |  |
| Experience in a Social Care/ Health Environment | ✓ |  |
| Awareness of Advocacy | ✓ |  |
| Working in partnership with other organisations | ✓ |  |
| Knowledge and experience of Mental Health, Learning Disabilities and other generic client groups | ✓ |  |

**SKILLS**

|  |  |  |
| --- | --- | --- |
| Car Driver |  | ✓ |
| Strong Managerial skills | ✓ |  |
| Ability to multi-task | ✓ |  |
| Understand the needs of individuals | ✓ |  |
| Have a proven affinity For Service User issues | ✓ |  |
| Ability to Co-ordinate staff / volunteer workloads | ✓ |  |
| Budgeting | ✓ |  |
| Monitoring and Review Skills | ✓ |  |
| Excellent Interpersonal Skills | ✓ |  |
| Report Writing | ✓ |  |

**PERSONAL TRAITS**

|  |  |  |
| --- | --- | --- |
| Evidence of an empathetic personality | ✓ |  |
| High level of Communication skills (written and verbal) | ✓ |  |
| Leadership skills | ✓ |  |
| Team member | ✓ |  |

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