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**Lothian Centre for Inclusive Living**

**Job Description**

**Post Title:** Service Manager: Advice and Information Services

**Post Salary:** £30,000 pa

 This post is full time 35.75 hours per week.

 LCiL offer a hybrid model of working.

**Responsible to:** Services and Development Lead

**Post objectives:**

The post holder will have management responsibility for LCiL advice and information services which currently include the Independent Living Service and the Disability Advice and Information Service.

The role provides day-to-day leadership and support to both services ensuring strategic and operational goals are successfully met.

The post holder will have line management responsibility for a team of four Independent Living Officers, an Employment Support Officer, and three Disability Advice and Information officers.

This post is an essential management role contributing to the ongoing sustainability of LCiL enabling it to take forward a new three-year strategic plan which is currently being developed.

LCiL implements a rights-based approach to strategy and service delivery. Our advice, information and support services proactively promote and work to protect the human rights of disabled people and their carers.

**Independent Living Service** provides independent advice, information, and support to disabled people, their carers, and families on all aspects of Self-Directed Support, including recruiting and employing Personal Assistants. Independent Living Officers offer person-led one-to-one support to disabled people and carers, facilitating opportunities to actively participate in shaping the decisions that impact on their human rights. By working alongside other professionals and practitioners, we increase the ability of those with responsibility for fulfilling rights to recognise and know how to respect those rights, and make sure they can be held to account.

The Independent Living Service also works in partnership with VOCAL to deliver the Support in the Right Direction-funded service, supporting carers and supported people at all stages of their social care journey in Edinburgh and Midlothian. As part of this work, LCIL supports carers and the cared for person to become employers, providing practical support and training to help them build their knowledge and confidence in this role.

**Disability Advice and Information Service** provides specialist advice and information across Edinburgh and the Lothians to empower disabled people to understand and access their rights and welfare benefit entitlements and maximise their household income. The service also provides specific cost of living support through welfare benefits advice and support, and by delivering information workshops to improve the financial stability and literacy of disabled people.

The post holder will provide management and leadership that supports LCiL to deliver and grow person-led, innovative, and high-quality services that are informed and shaped by the voices, the experiences, rights and capabilities of disabled people and their carers.

**Main Duties:**

1. **Service design, management, and delivery.**
* Oversee the day-to-day delivery of the Independent Living and Disability Advice and Information services.
* Coordinate the provision of accessible, and person-led service design and delivery.
* Lead on planning, preparing, and creating reports and management information as required.
* Within your areas of responsibility and supporting the wider organisation, ensure compliance with all related policies, procedures, and guidance.
* Identify any priorities for practice development and change.
* Implement strong monitoring and evaluation processes that support LCiL to effectively measure performance, capture robust data and demonstrate the impact of our work.
* Actively engage in and initiate internal and external communications.
* Be responsible for GDPR and Data Protection compliance.
* Build and maintain effective communication and mutually beneficial relationships with external stakeholders.
1. **Staff management and support.**
* Provide line management to Independent Living Officers, Disability Advice and Information Officers, and an Employment and Support Officer.
* Undertake regular one-to-ones with individual staff to ensure they have the support and tools needed for their roles, that practice is regularly reviewed, and skills are developed to meet the needs of the services and to support continuous professional development.
* Provide direction and guidance with casework management, offering opportunities to debrief, to reflect and learn.
* Ensure the implementation of effective induction for new staff.
1. **Engagement and partnership**
* Promote and represent LCiL at relevant networks, and practice meetings, and external events, including engagement with funders and commissioners.
* Develop and maintain positive working relationships with key stakeholders including LCiL service users, partner agencies, organisations, and funders.
* Build effective networks with key individuals and agencies in the voluntary, public, and private sectors as appropriate.
* Maintain awareness of wider policies and political initiatives that are relevant to the delivery of LCiL services.

**Performance Indicators:**

* The Service Manager will work with minimum supervision and will direct and guide others.
* The design and delivery of the Advice and Information services achieve agreed targets, deadlines, and compliance; and evidence meeting service user needs.
* Liaising with the Service and Development Lead, you identify your own work priorities.
* Staff have the knowledge and skills in their roles and can access opportunities to learn and develop and lead.
* Positive and effective relationships with internal and external stakeholders are created and developed.

**Decisions made in the course of the job:**

* Management of your daily work activities.
* Prioritisation of activities within the Advice and Information services.
* Delegation of activities and tasks to staff.
* Line management decisions.
* Delegation of day-to-day activities and tasks to appropriate colleagues.
* Initiating and maintaining contact with stakeholders.
* Monitoring and evaluation.

### Contacts:

* Disabled people, their carers, and families.
* LCIL’s Board of Directors, staff, and members.
* Disability organisations and wider organisations across relevant sectors.
* LCiL delivery partners.
* Local authorities and other public bodies.
* Government representatives and elected members as appropriate.

**Supervision Received:**

The post holder will receive regular individual and group supervision in accordance with the terms and conditions of service. The post holder will be expected to attend staff meetings, team meetings, training courses, LCiL events and other meetings deemed appropriate to the functioning of the work.

**Complexity and Creativity:**

Lothian Centre for Inclusive Living (LCiL) is an innovative and demanding organisation which has a significant impact on the lives of disabled people, their carers, and families.

The provision of support which enables disabled people to increase their level of self-control in all aspects of their lives is highly complex. It requires sensitivity, a knowledge of services which are available to disabled people, up-to-date knowledge of relevant legislation, an understanding of the concerns of disabled people, a commitment to the Social Model of Disability, and an understanding of the Independent Living philosophy.

The Service Manager will take initiative on a wide range of tasks and work as part of the leadership team to ensure LCiL maintains an integrated approach. The post holder must be able to work under pressure within a challenging and sometimes uncertain social, political, and financial climate.

LCiL is a disability confident employer. It is essential that the post holder can work within an organisation which is led and managed by disabled people.

**Job Title:** Service Manager: Advice and Information Services

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|  |  **Essential** |  **Desirable** |
| **Education and Qualifications** | * Good general education
 | * Relevant qualifications
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| **Skills and Abilities** | * Strong management skills, including performance management and team development.
* Excellent communication skills with the ability to express ideas clearly and succinctly.
* Skills to work effectively as part of a wider team.
* Ability to capture, evaluate and interpret data.
* Skilled in preparing and presenting reports and management information on key performance indicators to internal and external stakeholders, including the LCiL Board.
* Strong planning, organisational and time management skills.
* Skilled in supporting people through line management.
* Ability to develop a supportive and performance-focused team.
* Strong on detail and accuracy.
* Strong IT skills.
* Ability to prioritise a complex workload and work on own initiative.
* Ability to work positively with service users, partners, and a variety of different stakeholders.
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| **Experience & Knowledge** | * Experience of working in advice and information and/or support services.
* Experience of working with partner agencies.
* Knowledge of data protection compliance.
* Experience working in a person-centred, outcome-focused ways.
* Experience of monitoring and evaluating programmes or services.
* Demonstrable understanding of equal opportunities and anti-discrimination practices and requirements.
* Experience of working with sensitive information.

  | * Knowledge of Self-Directed Support legislation, strategy, and policy.
* Knowledge of the health and social care landscape.
* Work or personal experience in a user-led environment.
* Understanding of independent living philosophy and the social model of disability.
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