Lomond & Argyll Advocacy Service

Job Description

# Advocacy Practice Lead May 2024

£33990-£36050 pa FTE

Purpose of the Post:

Practice Leads perform a key first line manager and leadership role for Lomond and Argyll Advocacy Service whilst still taking responsibility for a case load and direct service provision. The postholder takes responsibility for leading a small team of Advocacy workers, suitable to the hours and location of the post. Taking responsibility in conjunction with the Operations Manager, for supervision, case work allocation and prioritisation, leave, sickness absence, health and safety, expenses/ resources and case work, this post offers direct support and leadership to the advocacy workers and volunteers (where applicable).

Post Holder will also deliver high quality advocacy services in addition to their leadership and management role.

Main Duties & Responsibilities:

1. To lead, supervise, direct and support Advocacy Workers and Volunteers. To ensure one to one supervision, staff appraisal, development, training, sickness management, the use of resources and expenses and appropriate practice while supporting Advocacy Workers to provide a high-quality advocacy service.
2. To ensure Advocacy Workers are aware of and follow Lomond and Argyll Advocacy Service Policies and Procedures and conform to the tenets of the Scottish Independent Advocacy Alliance. To conduct return to work interviews and first line grievance, disciplinary or complaint investigation supported by the Operational Manager. To be responsible for the health and safety, work practice and day to day support of a small team of advocacy workers.
3. To hold a case load and deliver direct advocacy support to vulnerable adults in their area (and beyond as agreed). This will from the majority of your working time and involve attending case conferences, meeting with individuals. Offering information and seeking their views in order that they are heard.
4. You will meet with a range of Health, Social care and other services as part of your role to publicise your role as and advocate, the role of advocacy and to develop networks to support your and your local advocates, networks for individuals .
5. To directly support and guide Volunteer Advocates and Advocacy Workers and / or recovery or justice workers or other advocacy workers in their day to day practice and to take responsibility for the relevant areas of the allocation and priority system, recording of case notes, diary management, safe working, practice and quality audits and service evaluation and lone working practices and compliance with LAAS policy and procedure.
6. Alongside the Operational Manager and CEO, take forward the recruitment of and co-ordinate, supervise and support the work of volunteer advocates and advocacy workers across Lomond and Argyll Advocacy Service.
7. To assist the Operational manager and CEO in the development of practice and policy and the Leadership of Lomond and Argyll Advocacy Service, taking responsibility for or contributing to workstreams, project work, training, preparation of bids or applications for grant funding, presentations to external organisations and forum and collegiate working with other organisations.
8. To deputise for the Operational Manager as appropriate and to form positive relationships with key stakeholders and external partners, dealing with enquiries, complaints and raising issues as appropriate.
9. To contribute to the development of funding and service applications and to ensure the delivery of services which comply with the terms of our funding
10. To raise awareness of independent advocacy and promote the use of advocacy services among service users, carers and statutory, voluntary and community groups through the provision of information, presentations and publications and other media and mechanisms.
11. To implement and monitor the performance and quality measures agreed by the organisation and ensure that high standards are maintained.
12. To ensure that accurate and confidential records are maintained in line with the policies and procedures set out by the organisation.
13. To identify training needs and assist in the development, arrangement and deliver of appropriate training courses.
14. To undertake direct advocacy casework, often more complex cases, on a day to day basis across any client group.
15. To participate in and on occasion lead staff meetings and other meetings as required.
16. To offer support, guidance and leadership to staff across the organisation including in the absence of colleagues/ allocated line manager
17. To attend and participate in or develop and provide training sessions as required.
18. Any other tasks consistent with the remit of the post.

Accountability & Support:

The Advocacy Practice Lead is accountable to the area Operational Manager, who will provide appropriate support and supervision.

Salary:

£33990 to £36050 pa (as at 1.5.24)

This Job Description is open to review by the organisation at any time.