



Advocacy Manager Recruitment Pack

Closing date for applications 17 September 2017

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Welcome from Karin Woodley, Chief Executive

I am delighted that you are considering joining the management team at Cambridge House. Herewith some information about our organisation that I hope you will find useful.

Our vision

We pursue a vision of a society without poverty where all people are valued, treated equally and lead fulfilling and productive lives.

Our history

As one of the UK's pioneering university settlements, Cambridge House was founded to promote social justice in South London's 19th century 'slum' neighbourhoods. In 1889 we began working at a 'grass roots' level to empower local people to tackle the social problems created by urbanisation and industrialisation.

The ideological principles driving the work of the settlement movement contributed to the 1906 Liberal welfare reforms and the creation of the 20th century's welfare state.

Today the welfare state is retracting and the financial restrictions arising from welfare reforms are disproportionately affecting the communities in which Cambridge House works. These neighbourhoods include a high proportion of wards which are in the most deprived 5 to 20 per cent nationally.

The 21st century context for our work

As austerity measures and far-reaching welfare reforms come into full effect we are driven to address their combined effects on existing levels of poverty and the equity and cohesion of society as a whole.

Against the backdrop of diminishing levels of social security, we are seeing poverty in our communities increase most drastically as a result of complex, cumulative and varied combinations of need. This context requires us to invest in:

- i) Our communities by providing targeted support and advice to those most adversely affected - individuals and families facing a build-up of problems across several aspects of their lives.
- ii) Systems changing activities that increase society's capacity to tackle poverty and social injustice.

Our advocacy service

- i) We provide IMCA, IMHA, RPR, NHS Health Complaints, Care Act and professional and community advocacy services.
- ii) Currently delivering in the London Boroughs of Southwark, Newham, Barking and Dagenham, Waltham Forest and Richmond, we also provide spot purchased services to 15 other local authorities.
- iii) The advocacy team comprises permanent and bank staff of circa 25 individuals (FTE 10-12), including a coordinator and a referrals officer.

Our overall portfolio of activities

1. Frontline services

These specialist, personalised and integrated services help people in crisis and support them to build the resilience they need to both make recurrence of crisis less likely, and improve the quality of their lives.

Social Justice Services

- i) **Law Centre**
Free, independent and expert legal services in housing, employment and benefit law.
- ii) **Independent Advocacy**
Care Act, NHS Health Complaints, Mental Health (IMHA) Mental Capacity (IMCA) and independent professional and community advocacy for adults and children.
- iii) **Safer Renting**
Specialist advice, support and advocacy for vulnerable tenants of criminal landlords.

Education and Inclusion Services

- i) **Playdagogy**
Sports for social justice projects for children, young people and their sports trainers and educators.
- ii) **Youth Empowerment**
Medium to long-term, intensive and wrap-around schemes for excluded 16 to 25 year olds.
- iii) **Disabled Peoples' Empowerment**
Arts, sports, life skills and wellbeing clubs for disabled children and adults.

2. A people's social action centre

We manage our building as a community anchor so that it is a focal point for local communities and civic activity, a home for voluntary and community organisations, and a space where local people and statutory agencies can come together to promote and bring about positive social change.

3. Research and knowledge exchange projects

We organise activities that generate and collate evidence of what delivery strategies are most effective at tackling poverty and social exclusion at a local level and establish opportunities for evidence sharing and knowledge exchange.

This post is an exciting opportunity for an experienced manager with expert knowledge and understanding of independent advocacy, a results orientated approach and a commitment to our vision.

As an organisation we are particularly keen to ensure that our staff reflect the diverse nature of the community in which we work. We value diversity and warmly welcome applications from disabled people, the LGBTQ communities and people from ethnic minority backgrounds.

Working at Cambridge House is immensely rewarding. If you would like to be part of this very special organisation and consider you can manage the development of our advocacy service, we welcome your application. You can find out more about our work, including our corporate strategy and most recent audited accounts on our website www.ch1889.org.

I do hope that you choose to apply for the role.

Job description

Job Title:	Advocacy Service Manager
Responsible to:	Director of Service Development
Responsible for:	Staff and volunteers allocated to the post
Location:	Cambridge House
Salary:	£30,000 to 38,000 per annum depending on experience
Working Hours:	35 hours per week
DBS:	Enhanced

1. Job Purpose & Objectives

- i) To lead at both a strategic and operational level on the development and delivery of Cambridge House's portfolio of independent advocacy services, including Care Act, IMCA, IMHA, RPR, NHS complaints, professional and community advocacy and spot purchase services provided across London and in other local authorities.
- ii) As a member of the collegiate Management Team, to contribute to the organisation's response to internal and external organisational issues including: business planning, policy development, fundraising, compliance, governance, quality assurance and risk management activities.

2. Main Duties & Responsibilities

- i) **Advocacy Service Management and Quality Assurance**
 - a) Maintaining up-to-date knowledge of relevant legislation, recommended best practice, policies and issues in the health and social care sector including national and local trends and developments.
 - b) Preparing service development plans, risk assessments, projects proposals and associated reports.
 - c) As the service budget holder with profit and loss accountability:
 - Budget forecasting, phasing and monitoring.
 - Financial performance reporting supported by the organisation's Finance Manager and consultants.
 - Income maximisation and cost control.
 - Accurate and timely retrieval, analysis and reporting of service data to support income and fee claims and invoices.
 - d) Developing and monitoring performance targets.
 - e) Acting as lead contact for Local Authority Commissioners; attending quarterly review meetings and preparing reports
 - f) Ensuring contractual requirements and performance targets are achieved.
 - g) Developing and implementing effective processes, systems and procedures for:
 - Knowledge and case management, information security and confidentiality.
 - Internal and external communications.
 - Effective and accessible communication with employees, service users, the general public and others as appropriate, including the maintenance and development of key stakeholder relationships.
 - Quality assurance and impact assessment.

- Monitoring of service standards and compliance with contractual, legislative, best practice, accreditation and corporate governance requirements.
 - Accurate retrieval, analysis and reporting of performance to Cambridge House's trustees and Leadership Team.
 - Referrals, case management and case allocation.
 - Complaints handling.
- h) Identifying opportunities to extend and promote the service by:
- Producing development plans and proposals.
 - Contributing to the preparation of grant applications, tenders and bids.
 - Developing and maintaining effective relationships with stakeholders, including commissioners and external partners.
- i) Consolidating, building and maintaining key service partnerships.
- j) Participating in external communication activities, including attending relevant meetings and conferences; delivering presentations to trustees, staff, commissioners, delivery partners and stakeholders.

ii) Staff Management

- a) Provide management, support and monitoring of the Advocacy team in line with Cambridge House's performance management and staff development policies and procedures.
- b) Ensure effective:
- Team structure is in place.
 - Workload allocation and management across the team in line with required professional qualifications and training for each type of advocacy.
 - Communication occurs across the team.
 - Monitoring of advocates' professional qualifications.
 - Maintenance of team training, including safeguarding and data protection.
- c) In consultation with the Director of Corporate Services, oversee and undertake the recruitment of staff and volunteers.

3. General Responsibilities

- i) To participate in regular supervision and annual appraisal, and to be committed to own professional development.
- ii) To participate in internal and external meetings, as required, to attend conferences and other functions, and to contribute to general management decision making, as required.
- iii) To comply with all of Cambridge House's governance policies and procedures.
- iv) To carry out any other duties commensurate with the role.
- v) To work occasional unsociable hours (evenings and weekends)
- vi) Travel across, and on occasions, outside of London.

This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.

Person Specification	Essential	Desirable	Assessment Method: S=Supporting statement I= Interview R=Reference
Qualifications	<ol style="list-style-type: none"> 1. A qualification and/or training in a relevant Health and/or Social Care subject. 2. Safeguarding qualification and/or training. 	<ul style="list-style-type: none"> ▪ Management trained or qualified. ▪ Qualified independent advocate. 	<ol style="list-style-type: none"> 1. CV 2. CV
Professional Knowledge and Experience	<p>Service delivery criteria</p> <ol style="list-style-type: none"> 1. At least three years' experience of working with people with physical or learning disabilities or mental ill health issues. 2. Excellent understanding of the principles of advocacy, the rights of disabled people and client confidentiality and safeguarding. 3. Working knowledge of current legislation including the Mental Capacity Act, Mental Health Act and the Care Act. 4. Knowledge and experience in the delivery of advocacy services. 5. Detailed knowledge of current community, health and social care issues. <p>Management criteria</p> <ol style="list-style-type: none"> 6. Advocacy management experience. 7. People management experience including management of geographically dispersed teams, and multidisciplinary teams comprising full and part-time staff and volunteers. 8. Experience of managing high and or complex workloads. 9. Experience of managing quality assurance, service accreditation and impact assessment processes. 10. Experience of working effectively with a wide range of stakeholders including: service Commissioners, management boards, service users, social care and health professionals, delivery partners, community organisations and external partners. 11. Experience of compiling and maintaining accurate written, computerised and statistical records in line with Data Protection legislation. 12. Experience of dealing with confidential and sensitive issues, including complaints and safeguarding procedures. <p>Business criteria</p> <ol style="list-style-type: none"> 13. An in depth knowledge and practical experience of delivering publicly commissioned service contracts. 14. Experience of being accountable for financial management including budgeting and financial reporting. 15. Experience of analysing data and producing service activity, quality assurance and business performance reports for a range of stakeholders. 16. Experience of contributing to the preparation of procurement tenders and bids. 	<ul style="list-style-type: none"> ▪ Experience of working as an advocate. ▪ Sound understanding of NHS or Social Services structures. ▪ Knowledge of advocacy service quality and evaluation models and professional accreditations. ▪ Ability to provide and analyse statistical qualitative and quantitative data ▪ Working in voluntary/public /health sector environment 	<p>Service delivery criteria</p> <ol style="list-style-type: none"> 1. CV and R 2. S and I 3. I 4. S and I 5. S and I <p>Management criteria</p> <ol style="list-style-type: none"> 6. CV 7. S 8. S and I 9. S and I 10. S 11. S 12. S <p>Business criteria</p> <ol style="list-style-type: none"> 13. S and I 14. S and I 15. S and I 16. S and I

Skills, abilities and competencies	<ol style="list-style-type: none"> 1. Excellent IT skills including the ability to use all Microsoft IT systems, case management and reporting software. 2. Ability to develop a service, set performance targets and introduce new policies and procedures when required. 3. Ability to review existing service delivery contracts and tender for and mobilise new ones. 4. Excellent written and oral communications skills, demonstrating the ability to work effectively with a variety of people including staff, young people, vulnerable customers, visiting and resident professionals and the general public 5. Strong interpersonal skills at all levels and an ability to create a positive, professional and high performing working environment. 6. Ability to adapt to and manage change. 	<ul style="list-style-type: none"> ▪ Additional languages 	<ol style="list-style-type: none"> 1. CV 2. S and I 3. I 4. I 5. I 6. I
Personal Attributes	<ol style="list-style-type: none"> 1. Honesty, reliability and excellent time-keeping 2. Loyalty and a commitment to Cambridge House's work 3. Positive, enthusiastic and friendly attitude 4. Problem solving and 'can-do' approach 5. Listening skills 6. Flexible, motivated and adaptable to change 7. Discretion 8. Customer-focused 9. Team-player 10. Commitment to personal development. 		<ol style="list-style-type: none"> 1. R 2. S and I 3. I 4. I 5. I 6. S and I 7. S and I 8. I 9. I and R 10. CV

How to Apply

Please include the following in your application:

1. A short supporting statement of no more than two side of A4 explaining why this appointment interests you and how you meet the essential criteria highlighted in yellow in the person specification.
2. Your curriculum vitae with:
 - i) Education and professional qualifications.
 - ii) Full employment history, giving details where applicable of budgets and numbers of people managed as well as relevant achievements in recent posts.
 - iii) Details of your latest remuneration and your notice period.
3. The names, positions, organisations and contact details of two professional referees:
 - i) Your referees must include employers covering the last five years of your employment history.
 - ii) References will only be taken once your express permission has been granted.
4. A completed Equal Opportunities Monitoring Form (attached)
 - i) The information provided will be treated as confidential, and used for statistical purposes only.
 - ii) The form will not be treated as part of your application.
5. We request that you inform us if you will require any special provision as a result of a disability should you be called for interview.
6. Email, mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with the indicative interview timetable.

Recruitment Timetable	
Closing Date for applications	17 September 2017
Interviews	Week commencing 2 October 2017
The interview dates may be subject to change and candidates will be advised in advance should this happen	

Please email completed applications on or before 17 September 2017 to:

Simonette Davies: sdavies@ch1889.org

If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion.

Please note that we only provide feedback to shortlisted candidates.