Gaddum

Advocacy Service Manager

Job description: Advocacy Service Manager

Job Title: Advocacy Service Manager
Responsible to: Chief Executive
Accountable to: Chief Executive
Reporting to: Head of Operations
Location: Gaddum House & other service delivery sites.
Salary: NJC SP29 £32,029
Working hours: 35 hours per week

Context
At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work in five Greater Manchester authorities, Bury, Manchester, Rochdale, Salford and Stockport.

Job Summary
The Advocacy Service Manager will primarily be responsible for the operational management and direction of Manchester Advocacy Hub provided by Gaddum.

Job Purpose
To manage the advocacy services for adults delivered by Gaddum to citizens across Manchester; ensuring high standards and value for money including (but not exclusively), the following:-

- IMHA – Independent Mental Health Advocacy
- IMCA – Independent Mental Capacity Advocacy
- CAA – Care Act Advocacy
- IHCA – NHS Complaints Advocacy
- Independent information, support and guidance as appropriate

The Advocacy Service Manager will have responsibility for:

- Supporting the Head of Operations in developing and promoting the Manchester Advocacy Hub to provide effective advocacy support for citizens of Manchester.

- Effectively managing the budget for the service, being aware of restrictions and seeking possible funding opportunities as appropriate and agreed with the Senior Management Team.
- Line management of the Manchester Advocacy Hub staff, including sessional workers.
- Supporting the development of services in line with any contract specifications and Gaddum's strategic development plans.
- Supporting the delivery and development of additional projects as agreed.

Main duties and responsibilities
Management of Manchester Advocacy Hub

- To be responsible for the management of the Manchester Advocacy Hub in line with the contract and service specification awarded by Manchester City Council.
- Operational management of the team including, coordination of annual leave, sickness & absence reporting, ensuring duty rota office cover, processing expenses.
- Chair regular team meetings to ensure good communication with the staff.
- Management of Health & Safety for the service ensuring risk assessments, lone working processes and safeguarding procedures are all adhered to.
- Deal efficiently with any compliments to service and from across Gaddum when appropriate.
- Ensure compliance with recognised Quality Assurance system.
- Ensure Information Management system is used by all staff, with support and training as appropriate and regular auditing of client files.
- Compile any necessary reports as required by Chief Executive, Head of Operations.
- Attend external meetings as required by Chief Executive & Head of Operations with commissioners and key partners.
- Develop and maintain effective partnership working and links with key stakeholders and other service providers.
- Ensure a high-quality service is delivered, meeting all specifications agreed with commissioners.
- To attend, support, engage with and contribute to internal meetings and forums as a service manager.
- To keep abreast of relevant policies and legislation relating to the service.

Management of staff

- To provide leadership and line management of Team Leaders within the Manchester Advocacy Hub.
- To manage and develop all staff through supervision and professional development.
- To develop a culture for Manchester Advocacy Hub, promoting inclusion and effective teamwork.
- To be responsible for the recruitment of staff with support of the Head of Operations and Advocacy and promote service user involvement.
- To hold effective team meetings and ensure robust monitoring of activities.
- To ensure implementation of induction and on-going training.

- To ensure open and effective communication with all staff in Manchester Advocacy Hub, and other services across Gaddum.

Service development

- To identify and develop advocacy services at Gaddum as required by the Head of Therapy Operations.
- To be actively involved in the development of future tender submissions for advocacy services.
- To identify and apply for additional resources and funding stream for advocacy services, as required by the Senior Management Team.
- To develop service user involvement in the design and development of service models and participation in policy and service planning.
- Effectively monitor and evaluate provision on a regular basis and implement changes to improve the service.
- Develop a training strategy for the Hub to promote the service and generate income.
- To manage a group of sessional advocates to support the work and future development of the Hub.

Financial management

- To work with Head of Operations & Head of Financial Services to ensure the Manchester Advocacy Hub operates within agreed budgets.
- To monitor expenditure including expenses, events and activities and funding awards, ensuring best value for money.
- Identify funding opportunities and work with the Senior Management Team to develop applications, involving Manchester Advocacy Hub staff as appropriate.
- Submit financial reports as required by the Head of Operations and Head of Financial Services.

Other duties and responsibilities

- To represent Gaddum and participate at external meetings and events to maintain awareness of local, regional and national issues as required by Head of Operations.
- To meet regularly with Head of Operations for supervision.
- To organise and attend meetings as required by Head of Operations.
- Give presentations and talks about the work of Gaddum as required.
- Adhere to Gaddum Safeguarding Policy and report any concerns regarding an individual's safety.
- Flexible approach to working patterns to suit the needs of the role and responsibilities as required.
- To adhere to all Gaddum Policies and Procedures.
- All other duties reasonably associated with your role.

The details contained in this job description, particularly the principal accountabilities reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual

jobs will change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.