



Job Description

Post:	Service Manager
Responsible to:	CEO
Hours:	Full time (37.5 hours)
Location:	South Ayrshire, Scotland

Circles Network Summary

Circles Network is a UK wide voluntary organisation based in Warwickshire, renowned for building inclusive communities on the foundations of justice, advocacy, empowerment and friendships.

Working with people of any age who are isolated or at risk of isolation, this organisation has ground breaking expertise in the development of Circles of Support, Independent and Collective Advocacy, Person Centred Planning and Inclusion into the mainstream of life. Working in highly creative, entrepreneurial styles, we are dynamic and ever more determined to dream, dare and do.

Job Summary

- To effectively lead the advocacy project: training, professionally developing and managing advocates, administrators teams and volunteers to deliver high quality advocacy services for eligible people.
- To manage the efficient operation and all functions of the advocacy service, monitoring costs and budgets in the delivery of an accessible and flexible service.
- To research and deliver opportunities for continual improvement and development and growth of the services available.
- To develop positive relationships and networks to ensure the promotion and high level visibility of the service and its professional status to maintain optimum referral levels and effective signposting and support of partners.
- To maintain effective relationships with commissioners and Circles Network Senior Management Team and deliver high standards of recording, monitoring, evaluation and reporting on the service outcomes.
- To ensure that the ethos of the organisation and its values and beliefs are upheld at all times.
- To develop local complementary projects as opportunities occur



- To deliver same hours of advocacy in direct support of individuals



The Values of Inclusion

All the work carried out by Circles Network is underpinned by a strongly held set of values and beliefs known as the values of inclusion. This philosophy, where all people, regardless of ability, are seen to be citizens of worth, drives us in our mission to support.

- Everyone has a voice and the right to be heard.
- All people have dreams and aspirations.
- All people have capabilities and qualities.
- All people should have power and control over what they do now and in the future.
- The whole community can benefit from embracing diversity.
- All people should have the opportunity to lead ordinary and valued lives.
- All people have the right to live and be part of the community.
- All people need friendships and independent relationships; a natural support network.
- All means All.

The Main Duties and Responsibilities of the post are as follows:

Leadership and Management

- To coordinate the effective recruitment, selection, induction training and probationary period for all new members of staff, interns and volunteers, applying for enhanced PVG checks as required, notifying the hub of new starters and adhering strictly to the Equality and Diversity Policy and all HR Policies and Procedures.
- To provide ongoing training and professional development using internal and external resources to ensure that the team is fully conversant in Circles Network's current policies and procedures, current legislation, SIAA principles and standards and innovative advocacy practice which reflects the needs of eligible partners.
- To supervise and manage the delivery of advocacy services by the team: organising rotas, work loads, clinics and outreach work, meetings and presentations.
- To carry out one to one supervision and appraisal sessions with members of staff and volunteers every four weeks to ensure the team is effectively supported.
- To run a team meeting at least once every two weeks to provide a forum to discuss issues, drive continual improvement and provide ongoing training for the team.
- To carry out annual appraisals with each member of the team for performance management purposes and to set in place plans for future training and development.
- To run formal training sessions for the team every 8-10 weeks and ensure team members compliance training is kept up to date such as safeguarding and first aid, maintaining training records for the team and updating the HR manager every quarter with changes.
- Where required, manage discipline and grievance processes in consultation with the HR Manager and Regional Coordinator.

Operational Management

- To support the development and implementation of the business plan and operational plan for the service, monitoring performance to ensure tasks, milestones and key indicators are achieved and non-compliances identified and raised with the Regional Coordinator.
- To drive service excellence in delivery and continual improvement of standards, capturing and sharing best practice and seeking support, guidance and training to further advocacy practices in the service.
- To effectively manage and allocate case loads between advocates.
- To ensure that advocates follow risk management and lone working policies and consider their own and their advocacy partners safety at all times.
- To ensure all activities and records are kept in line with Confidentiality and Data Protection Policies and Data Protection legislation, GDPR.
- To implement the Complaints Procedure and Accident and Incident Procedures across the service, handling investigations and reporting processes as required.
- To draw up effective rotas to cope with the peaks and pressures on services and to maintain an effective outreach service that maximises advocacy resource available for advocacy partners.
- To ensure the costs involved in running the service are effectively recorded and monitored keeping track of staff costs, travelling, expenses and office and meeting costs.
- To keep the office running in a clean and safe way adhering to health and safety, fire and food safety regulations carrying out regular audits to ensure compliance and to ensure that consideration is given to the environmental impact of activities and actions that can be taken to reduce that impact locally.
- To ensure the Business Continuity Plan for the office is implemented and remains relevant and up to date, especially communication plans.

Service Development and Growth

- To research, identify and apply for additional funding and tender opportunities, within the remit of advocacy services to develop innovation in approach and growth in the scope and reach of current services. To maintain relationships at a strategic level to make sure the service is considered and is alerted early to opportunities.
- To establish a Fundraising Circle of volunteers and staff to look for ways to raise charitable funds to drive new levels of access, innovation and growth in the service.
- To support PR and marketing activities and volunteering campaigns through the hub by providing success stories, information about forthcoming events and new projects and services being trialled.
- To actively promote and support opportunities for volunteering student placements and internships in the service to grow the advocacy resource.
- To develop effective communication and marketing materials in liaison with the design team to meet the accessibility needs of eligible people considering written, easy read, audio, Braille and translated formats.

Relationship Building

- To ensure the team maintains and develops the contact database of agencies, organisations and professional services that are involved in referring or supporting advocacy partners.
- To attend forum meetings, events and seminars to ensure the advocacy service has a presence and a voice as necessary, providing presentations as required to raise the profile of advocacy and the service to organisations.
- To drive innovative campaigns such as anti-bullying or mental health issues in schools, colleges and universities to raise the profile of advocacy and the advocacy service with all young people.



Monitoring and Reporting

- To monitor service delivery through individual records, IT records, exit interviews, feedback, customer suggestions and complaints, staff timesheets, WPA's and expenses.
- To provide drop in sessions every three months for advocacy partners to provide feedback about the services they have received.
- To design and implement annual evaluation processes with external agencies and with advocacy partners.
- To set up and manage advisory groups with key groups of advocacy partners to advise on promotion, communication, design and planning of the advocacy service.
- To report on outcomes of service delivery and evaluation processes to commissioners through the Progress Report on a quarterly basis and with the CEO monthly or as required in supervision.

Values

- To maintain and uphold the reputation, vision and mission statement of Circles Network.
- Any other tasks commensurate with the work of the organisation in agreement with the Regional Coordinator and the Chief Executive Officer.

Person Specification

The person specification describes the qualities that we will be looking for when selecting an applicant for the post. Use the person specification when you are completing the form to highlight your relevant skills and experience.

Essential Criteria

Attitude

- High energy and drive to deliver the best levels of advocacy service possible.
- Highly creative, versatile and innovative in approaches and service design clearly focussed on core objectives of delivery to eligible people and meeting their specific needs.
- Committed to delivering services in respect of the SIAA standards, the personalisation agenda, equal rights and opportunities, dignity, respect and privacy.
- Ability to work flexible hours, which may include evenings, and some weekends, and occasional overnight stays.

Skills

- Ability to communicate on a personal level with people supported by the project and a range of practitioners from legal, health, psychiatric, social and educational services.
- Proven writing and recording skills, ability to write accurate reports for our funders and the Board of Trustees and to write articles for dissemination.
- Ability to work on your own initiative, within a team and in partnerships with other agencies, ensuring clarity of objectives, roles, responsibilities and regular reporting mechanisms and schedules and appreciating the importance of these protocols.
- Effective and positive individual and team management skills which create a culture of supportive cooperation and drive for personal and service excellence.
- High level organisational skills and efficient time and task management.
- Must be a car driver, with a full licence, with a willingness to travel across the county and to different locations.
- IT literate internet, email, word processing, database and spreadsheet manipulation.

Knowledge and Understanding

- In depth knowledge of all the legislation, guidance, standards and protocols associated with advocacy and with the needs of eligible advocacy partners.
- In depth knowledge of the four models of advocacy operated by the service instructed, non instructed, collective and citizen and the effective approaches for dealing with conflict, dependency and challenging behaviours.
- A clear understanding and commitment to the social model of disability, the values of inclusion and equal opportunities.

Experience

- Experience of managing or supervising a team of advocates.
- Experience of delivering services for and working directly with people who have mental health issues and/or learning difficulties, dementia, drug and alcohol dependencies.
- Training and professional development of advocates and volunteers.

Qualifications

- A degree or equivalent Level 5 qualification in one or more of the following: advocacy, teaching, social work, law, nursing, psychology, counselling or management.

Desirable Criteria

- Experience in person centred advocacy provision
- Experience in facilitating Circles of Support
- Knowledge and understanding of Self-directed Support and the role of Advocacy supporting someone through the process.

