



Job Description

Post:	Service Manager Glasgow
Responsible to:	Senior Manager/CEO
Hours:	Full Time/Part Time
Location:	Glasgow

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.

Project Summary

Advocacy - Glasgow

Circles Network Advocacy Service provide a professional, independent advocacy service for individuals detained under the Mental Health (Care and Treatment) (Scotland) Act 2003 or the Criminal Procedure (Scotland) Act 1995 in medium secure care (Rowanbank) and low secure care (Leverndale) in Glasgow. The majority of the individuals we support are detained and may have had contact with criminal justice services.

Our core funding comes from NHS Greater Glasgow and Clyde and the West of Scotland

Forensic Directorate.

In addition to providing advocacy in a hospital setting we also provide an advocacy service for those recently discharged to the community, for up to a three-month period following discharge. The areas we cover include male and female admissions, male and female rehabilitation, the National Learning Disability Unit, pre-discharge and community outreach. In addition to independent mental health advocacy, we facilitate annual service reviews for organisations such as the Scottish Association for Mental Health.

Circles Advocacy Glasgow, provide independent advocacy to other agencies on a spot purchase basis, one such organisation is Future Pathways.

Summary of the Role

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

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 provide 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 in 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 co-ordinate 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 that reflects the needs of eligible advocacy partners' needs.
- To supervise and manage the delivery of advocacy services by the team: organising rotas, allocating work accordingly, attending clinics and outreach work, organising meetings and presentations.
- To carry out one to one coaching sessions with members of staff and volunteers every four to six weeks to ensure team members are 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 quarterly training sessions for the team and ensure compliance training and monitoring is kept up to date.
- Where required, manage discipline and grievance processes in consultation with the HR Manager and Senior Managers.
- To support students on placements, plan and provide effective induction and training and optimise their time with Circles Network.
- To set exemplary examples and work collaboratively with the wider leadership team.

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 performance indicators are achieved and non-compliances identified and raised with the Senior Manager.
- 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 workloads 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.
- To implement the Complaints Procedure and Accident and Incident Procedures across the service, handling investigations and reporting processes as required.
- 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 the 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 ensure operations are cost effective and running as efficiently as possible to maximise output and reduce costs.

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 Senior Manager 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

- Focus 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 occasional evenings, some weekends, and 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 written 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 willingness to travel across the county and to different locations.
- IT literate: proficient in the use Microsoft Packages

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 five models of advocacy operated by the service; instructed, non-instructed, collective, forensic and independent 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 equality.

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, or dementia, or drug and alcohol dependencies.
- Training and professional development of advocates and volunteers.

Qualifications

- A degree or equivalent Level 5 qualification or significant experience in one or more of the following:

advocacy, teaching, social work, law, nursing, psychology, counselling or management.

Desirable Criteria

- Experience in independent 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.