

Job Description



Job Title	Advocacy Service Manager
Direct Reports	1 x Volunteer Coordinator 1 x Programme Coordinator
Reporting to	Chair of the Board
Contract Type	1 Year Fixed Term with the possibility of becoming a permanent position.
Rate of Pay	£28,000 per annum FTE
Hours	Part-time (28 hours) and full-time hours considered
Location	Barton, OX3 9LS

JOB PURPOSE

Oxfordshire Advocacy is passionate about empowering disadvantaged and marginalised Oxfordshire adults to have their voices heard and their rights asserted. Our advocates enable disadvantaged and marginalised individuals to have a greater involvement in decisions that affect them.

Our Community Advocacy service has been running since 1996 and offers both telephone advocacy and face-to-face advocacy delivered by up to 35 specially trained volunteer advocates for 1-2 hours per week for up to 6 months per partnership. Each year we support over 265 Oxfordshire adults, who we refer to as our “clients” on issues including mental and physical health, housing, benefits and access to services.

The Advocacy Service Manager will have overall responsibility for the Community Advocacy service with a total budget of £50,000 including salary costs. These responsibilities include service promotion, receiving referrals and assessing eligibility, providing telephone advocacy, matching our partners with volunteer advocates for face-to-face advocacy, recruiting, training and supervising volunteers, raising safeguarding concerns when needed and also monitoring and evaluating the service. The Advocacy Service Manager will also have responsibility for the managing the Big Lottery funded Appointment Buddies project.

Monitoring and reporting to funders is an essential part of this role together with ensuring that the services offered by Oxfordshire Advocacy are promoted and new areas of service growth identified together with the ability to generate further income and fundraise for the organisation.

The Advocacy Service Manager will be responsible for maintaining good relationships with funders and be able to confidently report to the Board of Trustees.

KEY RESPONSIBILITIES

Leadership and Management

Managing, supporting and inspiring staff and volunteers and supporting professional support and volunteer services. Developing business plans, budgets, financial performance reports and impact assessments, and monitoring and reporting on them to the Board. At all times driving excellence in organisational performance ensuring the organisation continues to reach the high standards set by the Quality Performance Mark (QPM) for advocacy services. Identifying, reporting, and supporting the Board in managing risks. Ensuring all appropriate processes, policies and procedures are in place, and that the Charity operates within the framework of its constitution, and complies with all applicable law and regulation.

Income Generation & Fundraising

The Advocacy Services Manager will be tasked with exploring opportunities to grow community fundraising together with identifying small funders and the potential to diversify and deliver new advocacy services by obtaining funding from larger funders. The Advocacy Service Manager will work closely with an external fundraising consultant to identify and apply to larger funders.

Marketing and communications

An important part of the Advocacy Service Manager's role will be around raising the Charity's profile, speaking at public events, and answering media enquiries. We are also keen for the new Advocacy Service Manager to build the charity's social media profile, improve communication channels and developing a marketing strategy.

Service promotion

Approximately 1/3rd of our partners contact Oxfordshire Advocacy directly for support, and 2/3rd of our partners are referred to us by third party organisations (e.g. Citizens Advice Bureau). The Advocacy Service Manager has responsibility for promoting the service. Service promotion can be directly with our partners (e.g. stalls at community events) or indirectly through other organisations (e.g. agreeing referral pathways with other charities who are likely to refer).

Client contact

Our clients can contact Oxfordshire Advocacy by telephone, email or in person at our offices in Barton. If a client telephones or emails us then their first point of contact is our partner organisation (seAp) who manage a Contact Centre. Referrals are then uploaded onto our database and the Advocacy Service Manager contacts the client, usually by telephone, within 4-6 working days to assess their eligibility. During these telephone calls the Advocacy Service Manager may take up to 1 hour or longer providing telephone advocacy, and if needed supporting the client to access alternative services that may be better suited to their needs. If a partner is eligible the Advocacy Service Manager will then liaise with the volunteer team to identify a volunteer able to partner the client.

Volunteer sourcing

The Advocacy Service Manager is responsible for identifying new volunteers, through advertising and outreach events. Once a potential volunteer has expressed an interest the Advocacy Service Manager/Volunteer Coordinator holds an initial conversation to assess their suitability, and then arranges DBS/reference checks and for them to attend a 2 day initial training programme.

Volunteer training

Every year Oxfordshire Advocacy runs at least two 2 day long “Introduction to Advocacy” training sessions for new volunteer advocates. The Advocacy Service Manager has responsibility for both organising these sessions and delivering at least 1 day of the training. The Advocacy Service Manager/Volunteer Coordinator is also responsible for liaising with volunteers to identify additional training needs and arranging follow-up training as and when required (e.g. lone working). Once trained the Advocacy Service Manager/Coordinator provides each volunteer with a 1:1 induction and partners them with a mentor (a more experienced volunteer).

Volunteer management

The Advocacy Service Manager has responsibility for partnering volunteers with new clients. Once this partnership is established the Coordinator provides the volunteer with telephone support, alongside face-to-face supervision once every 3-6 months. Alongside this 1:1 support the Advocacy Service Manager/Volunteer Coordinator is responsible for ensuring volunteer network meetings take place every other month, chaired by volunteer representatives with space for reflective practice.

Monitoring, evaluation and learning

At the beginning and end of each partnership volunteers gather client feedback to establish the outcome of their support. Our partners are also called by an Office based volunteer when their partnership comes to an end to gather feedback on the volunteer. The Advocacy Service Manager is responsible for gathering this information, analysing outcomes/feedback and identifying if changes need to be made to improve the service offered. The Advocacy Service Manager/Volunteer Coordinator also has responsibility for maintaining accurate client records on Oxfordshire Advocacy’s database hosted by our partner seAp.

Safe working & safeguarding

Risk assessments are conducted by the Advocacy Service Manager before a client is matched with a volunteer, and appropriate mitigation measures put in place if a risk is identified (e.g. pair working). The Coordinator has a responsibility for ensuring volunteers are compliant with Oxfordshire Advocacy’s safe working and safeguarding policies and procedures, through inductions, training and supervision. All safeguarding concerns have to be raised with the Chair of the Board within 24 hours.

Skills & Experience

- At least 2 years management experience in the charitable sector (Essential)
- Supporting disadvantaged people, with physical or learning disabilities, physical or mental ill-health or other disadvantage either face-to-face or on the telephone (Essential)
- Advocating for another person either in a paid or unpaid capacity, ensuring their voice was heard and their rights asserted (Essential)
- Managing a busy case-load and dealing with competing demands (Essential)
- Working in a team and sharing best practice (Essential)
- Managing other people, staff and volunteers (Essential)
- Managing a database and maintaining client records (Essential)
- Experience of monitoring and reporting on financial performance
- Experience of reporting to a Management Team or Board (Essential)
- Knowledge of services available in Oxfordshire to support disadvantaged people (Preferable)
- Managing a Big Lottery funded contract and the relationship with their Project Manager (Preferable)
- Fundraising (Preferable)
- An understanding of charity governance and the role and responsibilities of Trustees, and experience reporting directly to a board or senior leadership team

- A highly effective manager, with proven ability to inspire and develop people
- A highly motivated, ambitious, self-starting and confident leader with a structured, positive and proactive approach to work
- Excellent communication and listening skills
- Excellent written and verbal communication and presentation skills.
- Strong inter-personal skills, demonstrating understanding and empathy
- Commitment to being non-judgemental and working from a person centred approach
- Ability to manage competing demands, prioritising as required
- Committed to maintaining safe working practices, personal boundaries and confidentiality
- Strong IT skills, particularly excel and the use of databases
- Punctual, reliable and flexible

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Oxfordshire Advocacy reserves the right to update the Job Description from time to time to reflect these changes in or to the post after consultation about any proposed changes.

SIGNATURES

Post Holder

Date

Director

Date