



Brighton & Hove Speak Out

Job description and person specification

Team Leader 1-1 Advocacy

Main purpose of Job

Brighton and Hove Speak Out is an independent advocacy charity providing a range of advocacy services to adults and young people with learning disabilities.

Speak Out’s 1-1 advocacy service delivers high quality case work that enables people with learning disabilities to develop their self-advocacy skills, explore their options, preferred choices and address issues they face in the process working towards the outcome they want to achieve. Advocacy cases cover a broad range of issues including social care and health, issues with their support, parents going through child protect proceedings, young people in transition to adulthood and statutory advocacy, including under the Care Act.

The post holder will lead our team of advocates who provide 1-1 advocacy. The role involves:

- Directly delivering complex advocacy casework to a high standard
- Overseeing referrals to the 1-1 advocacy service and allocating casework
- Supervising 3 part-time advocates
- Ensuring casework, recording and monitoring is carried out in line Speak Out’s code of practice for advocates, policies and procedures and national quality standards for advocacy (QPM)

The 1-1 Team Leader will work with the contract manager (Deputy CEO) to oversee the 1-1 advocacy contract, liaising with the Sussex Advocacy Partnership.

Starting Salary:	£28,513 – £30,258 depending on experience Plus 3% Employer pension contribution
Hours:	21 hours per week
Contract:	Permanent contract
Location of work:	Speak Out is based at the Brighthelm Centre North Road, Brighton, East Sussex, BN11YD
Leave Entitlement:	30 days plus bank holidays annually (pro rata)
Employer:	Brighton and Hove Speak Out is a registered charity and company limited by guarantee. Charity number 1076995.

Position in Organisation

- Team leader for the 1-1 advocacy team, line managing advocates
- Reports to the 1-1 advocacy Contract Manager (Deputy CEO)

Main duties and key responsibilities

% of time spent:

<p>Team leader responsibilities</p> <ul style="list-style-type: none"> • Lead the 1-1 advocacy team providing effective support and supervision to advocates delivering: <ul style="list-style-type: none"> ➤ Community issue advocacy, including casework provided via Speak Out’s drop-in service (paid and volunteer advocates) ➤ Care Act, RPPR and other statutory advocacy as required ➤ Advocacy for parents going through child protection proceedings ➤ Transitions advocacy for young people in transition to adult services, (project includes 1-1 cases and advocacy groups/ drop-in sessions). • Ensure that all advocates work in line with policies and procedures and meet the service delivery requirements set out below. • Provide induction and other training and support required to ensure consistently high standard of casework across the team. • Manage referrals and resource/ case allocation, ensuring all targets and other contractual requirements are met, including target times for case opening and working with agreed boundaries for case length. • Ensure all case recording is of a high standard and monitoring is accurate and up to date. Work with the Operations Assistant and Contract Manager to collate data and produce quarterly/ annual work reports as required for the contract and Speak Out’s Governance Board. • Attend Sussex Advocacy Partnership meetings, events, peer support sessions and training as required. • Work with the Contract Manager (your line manager) to review and positively develop the service, including contributing to review of advocacy policies and procedures and quality assessments (QPM) 	<p>20%</p>
<p>Service Delivery</p> <ul style="list-style-type: none"> • Provide high quality 1-1 advocacy to individuals with a range of learning disabilities, including people with complex needs who may need a non-instructed advocacy approach. • Manage a complex advocacy caseload and work within agreed procedures for casework, including referral procedures, agreeing advocacy plans with people supported, working creatively with them to achieve positive outcomes. • Use a range of communication and tools to support people with learning disabilities, including those with complex needs, to communicate about their life. 	<p>70%</p>

<ul style="list-style-type: none"> • Liaise with a wide range of statutory and voluntary sector services to represent and progress an individual's issue. • Undertake outreach activities to engage people with learning disabilities and promote Speak Out's services. Work closely with other Speak Out services and refer people to these when appropriate. • Ensure monitoring and evaluation systems are used, including keeping accurate and professional case notes and up-to-date records of advocacy issues, outcomes and service user feedback. • Work in line with Speak Out's policies, procedures and guidelines and ensure these are implemented, including: <ul style="list-style-type: none"> ➤ Fully understanding and working in accordance with Speak Out's Confidentiality and Safeguarding policies and procedures. ➤ Working in accordance with Speak Out's Equality and Diversity Policies and Procedures and work proactively to ensure the service is accessible. ➤ Complying with all relevant Health and Safety and Data Protection legislation and good practice. • Work with and support volunteers across all aspects of the organisation. 	
<p>Networking</p> <ul style="list-style-type: none"> • Work alongside the Contract Manager to positively represent Speak Out within the Sussex Advocacy Partnership and work proactively and creatively with partners to successfully deliver the 1-1 advocacy contract. • Network and develop positive relationships with local learning disability services whilst maintaining independence in the advocacy role. Promote an understanding of advocacy with other organisations and staff in the course of your daily work. • Build a comprehensive knowledge of other advocacy and support services. Signpost people to these as appropriate. <p>Personal and Organisational Development</p> <ul style="list-style-type: none"> • Be proactive with regard to personal learning, maintaining up to date knowledge of relevant legislation, child protection procedures, health and social care policy, local structures and other advocacy related issues. • Work in accordance with Speak Out's overarching aims and objectives. 	<p>10%</p>

<ul style="list-style-type: none"> • Actively participate and contribute to ongoing learning and development through line management supervision, annual appraisal and undertaking agreed training • As part of the team, contribute to developing strategies to feedback the experience of people with learning disabilities to service providers and commissioners in order to influence positive change in service provision • Attend monthly team meetings • Work flexibly to best meet the needs of the service, which may include undertaking occasional evening and weekend work. 	
<p>No job description can be entirely comprehensive. The post holder will be expected to undertake other tasks that may be required from time to time. The job description will be reviewed as necessary.</p>	

Person Specification	
Education and training	
Essential	Good standard of education Level 4 Award in Independent Advocacy Practice
Desirable	Care Act and RPPR specialist modules
Knowledge and experience	
Essential	Experience of providing high quality advocacy or similar case work.
	Excellent understanding of the values, principles underpinning independent advocacy and the role of advocacy in health, social care and other settings
	Good working knowledge of policies, procedures and legislation relevant to delivering professional advocacy, including safeguarding procedures
	Experience of supporting team members and taking a leading role within a team
	Experience of managing risks relating to safety and wellbeing of staff members and service users
	Experience of cultivating successful relationships with external / internal stakeholders
	Experience of supervising advocates to deliver casework to a high standard
Desirable	Experience of using a CRM database for case recording and monitoring purposes
	Experience providing advocacy to vulnerable parents going through child protection proceedings
	Knowledge and understanding of the issues facing people with learning disabilities
	Good working knowledge of services used by people with learning disabilities
Abilities and Skills	
Essential	Excellent interpersonal, written and oral skills
	Ability to positively lead a team to deliver the 1-1 advocacy service, holding shared accountability for quality, performance, delivery, outcomes and improvements to the service
	Ability to provide effective supervision and support for advocates, ensuring application of policies, procedures and good practice, achieve positive outcomes for service users and meet required funder targets
	Ability to support the team to record accurate case notes, implement and maintain monitoring and evaluation systems
	Ability to build positive relationships with service users with a broad range of communication skills, while maintaining appropriate boundaries
	Ability to establish and maintain effective working relationships with delivery partners, service providers and professional while retaining independence of the service
	Ability to write clear reports for funders and Speak Out's Board
	Ability to identify and assess potential risks involved in work activities and manage these according to Speak Out's policies and procedures
	A proven ability to review quality and performance across the service and take action when needed to improve performance/ service delivery
	Ability to work independently within a framework of supervision and use initiative in order to deliver and develop Speak Out's 1-1 advocacy service.

	Confident and able to effectively manage time, planning, organising and managing a diverse workload, prioritising tasks and meeting deadlines
	Ability to manage and track a project budget
	Ability to work flexibly as part of the Speak Out team
	Ability to research information as needed by the job
	Possess excellent computer and keyboard skills including Microsoft Office, Excel and Outlook and ability to use Speak Out's CRM database