

CAPS Independent Advocacy

Job Description

POST: Individual Advocacy Manager

GEOGRAPHICAL REMIT: East Lothian & Midlothian

LOCATION: Musselburgh

HOURS: 34.0 hrs per week (36.25 hrs is FTE)

SALARY: AP5, salary scale £27,712 - £30,183 FTE

LINE MANAGER: Chief Executive Officer

GENERAL PURPOSE OF THE POST

The principal function of this post is to manage the provision of independent, individual advocacy to adults who live in Midlothian or East Lothian and use mental health services.

This includes:

- Managing a small team of individual advocacy workers;
- Ensuring the provision of a responsive quality service;
- Monitoring and reporting on the outputs and outcomes of the individual advocacy service;
- Managing your own caseload of direct advocacy work.

The post holder must be able to work flexibly and manage their time well, ensuring the service responds to the daily enquiries of the people we work with. Data protection knowledge and a strong understanding of the principles of, as well as experience of practising, independent individual advocacy are necessary attributes.

BACKGROUND

CAPS is an INDEPENDENT ADVOCACY ORGANISATION which works with people who use or have used mental health services to make sure their voice is heard. The main purpose of CAPS' work is to assist people who use mental health services, as individuals or as members of a group, to set their own agenda, make their wishes known and to have a say in how they live and what services they use.

We are set up so that the organisation and its advocates are as free as possible from any conflicts of interest. We are independent from the people who fund us and those who provide other services to the people we work with. CAPS is a member of the Scottish Independent Advocacy Alliance (SIAA) and we adhere to the Principles and Standards of Independent Advocacy. CAPS was established in 1991.

CAPS' main office is in Musselburgh, East Lothian. We provide Collective and Individual Advocacy in East Lothian and Midlothian. The Individual Advocacy service is provided by a small team of paid staff and an Individual Advocacy volunteer who work with people to resolve short-term specific issues.

JOB PURPOSE

- To manage the delivery of the Individual Advocacy service including staff cover, waiting list management and prioritisation of enquiries;
- To provide support and supervision to staff and volunteers;
- To advise the Individual Advocacy team on case work issues, including Adult Support and Protection procedures;
- To identify practice development needs of the Individual Advocacy staff team and appropriate training opportunities to meet these needs;
- To monitor staff caseloads and identify suitable advocacy matches, when required;
- To ensure a good quality of service is offered to the people we work with, in line with CAPS values;
- To provide up to date information and guidance to staff on relevant legislation that impacts on the people we work with;
- To work within the eligibility criteria set by the service commissioners and prioritise new cases in line with legislation;
- To be responsible for the accurate use of the case management software including data protection, record keeping, preparing statistics and monitoring and evaluation;
- To prepare reports about the work of the Individual Advocacy service and present this information to stakeholders;
- To ensure the Individual Advocacy team operates within the principles and code of practice of the Scottish Independent Advocacy Alliance;
- To proactively raise awareness of independent advocacy;
- To ensure lone working and personal safety policies are followed, including appropriate risk assessments;

Key Responsibilities

1. Service Management

- provide support and supervision to Individual Advocacy workers and volunteers including issues related to practice and legislation;
- responsibility for the induction and skills development of new Individual Advocacy workers;
- ensure the Individual Advocacy team are suitably competent and skilled to deliver a high quality service, identifying training needs as they arise and delivering training and updates as required;
- convene and facilitate Individual Advocacy team meetings so all the team can liaise on case work issues and service issues;
- ensure organisational policies and procedures are followed correctly and identify and write new policies and procedures when required.

2. Operational

- manage staff cover, TOIL and leave requests to ensure sufficient availability of staff resource;
- manage your own case load and oversee the case load of each of the team members;
- ensure referrals meet the eligibility criteria and are being timeously contacted;
- ensure the service is delivered according to the contract service specifications;
- inform the team and CEO of relevant changes to legislation;
- ensure all the Individual Advocacy team adhere to case management procedures;
- prepare and deliver reports as requested;
- ensure the principles and standards of independent advocacy are followed;

- deliver training and information updates as required;
- work with other CAPS' staff to produce leaflets and information about the advocacy service;
- promote CAPS and the role of independent advocacy to people who use mental health services;
- attend relevant meetings where appropriate;
- monitor, assess and review the effectiveness of advocacy work undertaken;
- any other duties deemed relevant to the post.

3. Individual Advocacy delivery

- to provide advocacy support to people meeting the criteria for using our service, including people subject to the Mental Health Act who are detained in hospital;
- to communicate with other professionals involved in a person's care from point of referral onwards, where appropriate, and support that person to express their wishes and views;
- to communicate and work flexibly with others in the Individual Advocacy team to ensure that all referrals to the service which meet our eligibility criteria are dealt with promptly and effectively;
- to record advocacy work in line with Data Protection and other relevant legislation for the purposes of monitoring the work of the project.

Miscellaneous

- to have a commitment to and ensure the practical application of CAPS' policies and procedures, and ensure that their own actions in their work meet the standards as set by CAPS;

- for the good of CAPS, to recognise that staff have a duty to be flexible enough in their working practice to support the work of other functions within the organisation;
- this post will be subject to membership of the Protecting Vulnerable Groups Scheme (PVG Scheme) to work with vulnerable adults and children.

Contacts

- people who use mental health services;
- mental health service providers and commissioners;
- members and staff of mental health support agencies;
- multi-agency staff and people involved with children and families
- other advocacy organisations and their staff;
- CAPS' Management Committee, staff and volunteers.

MANAGEMENT

You will be line managed by the Chief Executive Officer through regular supervision sessions.

You will not be closely supervised and will be responsible for managing your own time and diary, in a flexible way.

You must use a flexible and innovative approach to problem solving and decision making in order to prioritise your own workload.

You will be ultimately accountable to the Management Committee and will be expected to report to them when required.

LOCATION

CAPS main office is based in Musselburgh. You will also be expected to travel extensively throughout East Lothian and Midlothian and occasionally outside these areas. As the post requires geographical

mobility, a full driving licence is advantageous. Travel expenses will be reimbursed.

FUNDING

This post is funded by the Health and Social Care Partnerships of East Lothian and Midlothian and is dependent on continued funding.

EMPLOYER

Your employer will be CAPS' Management Committee.

TRAINING

You will be expected to participate in training and personal development as identified through supervision with your line manager. You may also ask for particular pieces of training. It may not be possible to approve a particular piece of training if we do not have the resources.

WORKING HOURS

Your working hours will be 34 hours per week, worked over 5 days each week and might occasionally involve some evening or weekend work which will be accommodated into the contractual hours. Hours will be split equally between East Lothian and Midlothian.

14 January 2019 EJC

CAPS January 2019