



Job Information Pack

Advocacy Manager - Sheffield

March 2013

Dear Applicant

Advocacy Manager – Sheffield Centre for Independent Living

Thank you for your interest in the above position with Sheffield Centre for Independent Living. Please find enclosed an information pack as requested.

We ask you to fill in your application carefully, giving all relevant information and in particular, setting out the ways in which you meet the competencies outlined in the job description and person specification. You should provide clear and concise examples of a time when you have had to use the necessary skills.

Your application should be typed or completed in black ink. The panel will consider the presentation of your application during the selection process.

Your completed application should be returned to us by 5pm on 5th April 2013

Late applications will not be accepted. CVs will not be accepted.

Interviews will be held on the week commencing **15th April 2013**.

Please send your completed application form to:

**Advocacy Manager Recruitment
Sheffield Centre for Independent Living
The Circle
33 Rockingham Lane
SHEFFIELD
S1 4FW**

Or e-mail recruitment@inclusivesheffield.org.uk

Yours faithfully



Anastasia Kelly
Sheffield Centre for Independent Living

The Independent Living Movement and Disabled People...

The origins of the Independent Living Movement in the UK go back to the late 1970s. Disabled People in the UK, like many other disabled people in other Countries were very disenchanted by the services being provided for them at this time. Disabled people felt the services were paternalistic, institutional, second class, too medically orientated and out of touch with their real needs. As a result of this they looked elsewhere for solutions to overcome their restricted predicament and living conditions. This led to a number of disabled people finding out about Independent Living which consequently led them to visit the USA, researching into their Independent Living Movement in terms of how it started, what it did and how it developed. They felt the concepts, ideas and philosophy of Independent Living were very significant and appropriate, and would be helpful and innovative in the UK and point a way forward for disabled people in the future.

During 1980 and 1981 a number of leading and key individual disabled people were able to raise funds so that they could travel to explore looking into the Independent Living possibilities in the USA, particularly in Berkeley California, which is where the first Centre for Independent Living was established. These people included Vic Finkelstein, a radical activist, sociologist and founder of UPIAS, (Union of the Physically Impaired Against Segregation) which was largely responsible for the conception of the social model of disability, Rosalie Wilkins, a TV presenter of a disability programme and disability activist, and John Evans, one of the founders of Project 81, an innovative scheme to help disabled people get out of institutions and at the time living in an institution himself. These 3 were followed by many others in later years. It was not only disabled people from the UK who went to America, looking for answers and inspirations for their situation at this time, as many other European disabled people did so in their quest for Independent Living too.

About Sheffield Centre for Independent Living

Sheffield Centre for Independent Living is a 'not for profit' pan-impairment organisation driven by disabled people. We deliver responsive, high quality and professional services supporting adults who self-define as disabled people (whether they have a physical disability, a sensory impairment, a mental health condition or learning difficulties). Sheffield Centre for Independent Living (Sheffield CIL) is a grassroots charity (registration charity 1112712) run and controlled by disabled people founded in January 2003 and now a registered not for profit company limited by guarantee (registration 4639160).

Our work and services....

Sheffield Centre for Independent Living delivers an independent, free of charge, dedicated Advocacy and Disability Information Services for all disabled people over 18 years of age living in Sheffield, and who are encountering barriers to receiving NHS funded and/or provided health service which they feel meet their individual requirements. This post specifically focuses on working with and on behalf of disabled people, their supporters and families across Sheffield. There will be an induction programme for the successful applicant. This post will be based in Sheffield. The organisation is also the DPULO working in collaboration with Sheffield City Council as a trailblazer for Right to Control.

Job Description**JOB DETAILS**

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|-----------------------|--|
| Job title: | Advocacy Manager |
| Location: | The Circle, 33 Rockingham Lane, Sheffield, S1 4FW |
| Salary Grade: | NJCSO2 – SP 32 |
| Actual Salary: | £27,052 FT / £19,323 PT 6% Pension Contribution |
| Hours: | Part-time - 25 hours a week (35 hour week) |
| Contract Type: | Fixed term - one year |

Proportion of Work
70% Advocate Manager
30% Advocacy

Main Purpose of job:

To be accountable for the delivery of an independent advocacy service for disabled people, and for promotion and development of the service. The Advocacy Manager will work to ensure that all advocates develop high degrees of competence in their practice by acting as a role model and through performance management and development. The Advocacy Manager will support the Chief Officer in ensuring the operational effectiveness of the team.

Position in the organisation:

Reports to the Chief Officer and Board of Trustees and Directors

Scope of job:

Advocacy is defined as a service offered by advocates in a formally supervised environment. It aims to empower disabled people to express their views, wishes and concerns. The service supports them in their choices and rights and provides information about and support to access services across all providers.

Dimensions and limits of authority:

- Responsible and accountable for the overall management of the employees/and or volunteers working in the service.
- Responsible for ensuring the provision of appropriate, accurate and up-to-date accessible information to clients. Responsible for ensuring that all avenues are explored to achieve a positive outcome for the individual.
- Responsible for the development of the service based on feedback from stakeholders, including disabled people and their families.
- Responsible for meeting the reporting requirements of funding bodies where applicable.

Duties and key responsibilities:

1. To ensure the provision of independent advocacy through Advocates for disabled people and/or their supporters enabling them to express their views, wishes and concerns.
2. Promotion of advocacy services including raising awareness of the needs of disabled people and their supporters.
3. To be responsible for the recruitment, induction, supervision, appraisal, development and performance management of employees, volunteers and social work student placements.
4. To ensure employees, volunteers and social work students are adequately trained, supported and supervised in accordance with relevant policies and quality standards.
5. To undertake further personal development as discussed and agreed with the line manager and keep knowledge up-to-date.
6. To ensure up-to-date information is maintained in an accessible format and be aware of welfare rights, benefits, relevant legislation and available and eligibility for local services.
7. To raise awareness of the advocacy service and build good relationships with local safeguarding authorities.
8. To develop, maintain and manage networks with funders, commissioners and partner organisations who also work with disabled people; and benefits and income advice including primary and secondary care; social care and health and welfare benefit agencies, with the aim of signposting clients to appropriate services.
9. To identify, analyse and proactively respond to trends and issues within the advocacy service, producing information and written reports as required and to ensure the smooth management of relationships with commissioners, funders and supporters.
10. To ensure the provision of accurate and comprehensive information to empower disabled people and their supporters to make informed choices regarding care and treatment.
11. To lead the evaluation of the advocacy service.
12. To allocate and monitor the advocacy case load.
13. To work within the principles for the provision of advocacy in accordance with the organisation's standards and comply with existing advocacy quality standards as appropriate and to keep abreast of any changes in this area.

14. To assist people with understanding and securing their rights to support and services they need.
15. To obtain on-going consent from the client at all times, wherever possible, maintaining written records of client wishes and explanations of how and when this was obtained.

Additional responsibilities:

1. To adhere to all the organisation's service standards, policies and procedures.
2. To comply with the data protection regulations, ensuring that information on clients remains confidential.
3. To be responsible for personal learning and development, and of those managed by this post, where appropriate, and to support the learning and development of others and the whole organisation.
4. To work collaboratively with the management team to support fundraising, media and campaigns, sharing responsibility for the achievement of jointly agreed objectives, as appropriate.
5. To work in a manner that facilitates inclusion and use reflective practice to identify examples of best practice.
6. To implement the organisation's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all employees and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
7. To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
8. To follow the organisation's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the case management system or other systems in accordance with deadlines.
9. Where appropriate, to recruit, induct and support volunteers and student placements
10. To undertake any other tasks, duties or projects which may arise from time to time which are commensurate with the general level of this post and as directed by the Board of Trustees.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

Person specification

All of the following requirements are essential, unless marked with a * when they are desirable, and will be assessed from a combination of information provided from the application form, extended interview process, panel interview and references:

| Education & Qualification | Essential | Desirable | Comments |
|--|------------------|------------------|---|
| Management experience, ideally in a health, social care or voluntary sector setting. | ✓ | | Application form, test/task and interview |
| Experience of working as an advocate. | ✓ | | Application form, test/task and interview |
| Management trained or qualified. | | ✓ | Application form and interview |

| Skills & Experience | Essential | Desirable | Comments |
|--|------------------|------------------|---|
| Excellent understanding of the principles of advocacy and the rights of disabled people. | ✓ | | Application form and interview |
| Excellent knowledge and understanding of the Social Model of Disability. | ✓ | | Application form, test/task and interview |
| Sound understanding of advocacy and empowerment issues. | ✓ | | Application form and interview |
| Sound understanding of NHS or Social Services structures. | | ✓ | Application form and interview |
| Proven experience of managing employees and volunteers including their learning and development needs. | ✓ | | Application form and interview |
| Proven experience of undertaking individual case work. | ✓ | | Application form, test/task and interview |

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| Excellent understanding of inclusion and the need to treat people from all backgrounds with dignity. | ✓ | | Application form and interview |
| Ability to develop a service, introducing new practise and procedures when required. | ✓ | | Application form, test/task and interview |
| Sound understanding of statutory complaints systems. | ✓ | | Application form and interview |
| Excellent IT skills including the ability to use all Microsoft IT systems, including case management software. | ✓ | | Application form, test/task and interview |
| Highly skilled in communicating (orally and in writing) and engaging with internal and external stakeholders. | ✓ | | Application form, test/task and interview |
| Ability to contribute to and produce reports. | ✓ | | Application form and interview |
| Ability to contribute to managing a service within budget. | ✓ | | Application form and interview |
| Ability to motivate and performance manage staff. | ✓ | | Application form and interview |
| Ability to manage effectively and enthusiastically marketing a service. | ✓ | | Application form and interview |
| Ability to provide and analyse statistical qualitative and quantitative data | | ✓ | Application form, test/task and interview |

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| producing regular performance reports. | | | |
| Knowledge of service quality and evaluation models and awards. | | ✓ | Application form and interview |
| Ability to use creative communication strategies for facilitating communication with people disabled people. | | ✓ | Application form and interview |
| Experience of liaising with statutory and voluntary agencies. | ✓ | | Application form and interview |
| An understanding of a person centred approach and its impact on service quality. | | ✓ | Application form and interview |
| A broad knowledge of the current developments and changes within health social care e.g. Personalisation and Personal Health Budgets. | | ✓ | Application form and interview |
| An understanding of the need for client confidentiality. | ✓ | | Application form and interview |
| A broad knowledge of social care and the developments of DPULOs within the United Kingdom. | | ✓ | Application form and interview |

| Personal Attributes/Qualities | Essential | Desirable | Comments |
|--|------------------|------------------|---|
| Commitment to and understanding of equal opportunities. | ✓ | | Application form and interview |
| Understanding of the inclusion agenda and its relevance within a diverse society. | ✓ | | Application form and interview |
| Disabled person with lived experience of using health and/or social care support.* | | ✓ | Application form and interview |
| Able to act as a representative for the organisation externally. | ✓ | | Application form and interview |
| Strong influencing and persuading skills. | | ✓ | Application form and interview |
| A supportive and empowering developer of staff. | ✓ | | Application form and interview |
| A team player committed to and skilled in working across an organisation and in leading and contributing to project working. | ✓ | | Application form and interview |
| Excellent time management: working efficiently to tight timeframes and deadlines, while managing a diverse workload. | ✓ | | Application form, test/task and interview |
| Ability to work outside core hours. | | ✓ | Application form and interview |

*Sheffield CIL has a policy of shortlisting and interviewing all disabled applicants who meet the minimum requirements for their jobs. The law will allow this. It would not be unlawful discrimination against a non-disabled applicant who also meets the minimum requirements but is not shortlisted.

Value Based Behaviours

Sheffield Centre for Independent Living has a value-based behavioural framework which brings our values to life in everything we do. The framework is applied across the full employment (and volunteering) life-cycle. This includes individual objectives, appraisals, performance management, reward and recognition and personal and professional development. You will be given a full copy of the framework if appointed, as part of your induction.

For this role, the key value based behaviours you will need to evidence in your application and which will be assessed during the recruitment process are:

- Act as an ambassador for disabled people at all times
- Reach out to and involve disabled people from every group and community
- Seek, and am receptive to, the point of view of others
- Keep my promises, delivering to agreed standards and within agreed timescales
- Ask for support and advice when necessary
- Build credibility and trust with others by acting openly, professionally and respectfully at all times
- Treat everyone with respect and dignity
- Take personal responsibility for my own performance and decisions and do not blame others

Job Application Guidelines

Sheffield Centre for Independent Living is an equal opportunities employer. We aim to treat every applicant fairly. The information you provide in your application form is the only information we will use in deciding whether or not you will be invited for interview, so it is important that you complete it with care. To help you, please follow these guidelines.

1. Please complete all sections of the form.
2. Please type the application form where possible. If you are filling in by hand please use black ink, as it may be photocopied. Do not stick or glue paper to the back of the form as it may get caught in the photocopier. Please add a separate piece of paper instead.
3. After reading the person specification and job description, think carefully about your application and consider to what extent you have the skills and experience necessary to meet the requirements of the post.
4. Your last and present post allows you the opportunity to tell us about the work you are doing or have done in the past. Be as brief as you can, and use the personal statement at the back of the form to describe in more depth your skills, knowledge and experience relevant to the job.
5. Under the section 'Education, qualifications and training' you are asked to state your qualifications or name a course that you attended. It is sufficient to state that you have a specific number of 'A' levels and GCSEs, or equivalent qualifications, unless you are asked for a specific qualification on the person specification, such as GCSE English. You should mention qualifications or training relevant to the post you are applying for.
6. The personal statement is an important part of the application form and should be used to tell us how you meet the person specification and what experience you have that is relevant to the job description. Always remember to specify your personal responsibilities rather than those of your section or department. Remember to explain how your current or previous experience relates to the job you are applying for.
7. Please ensure that your completed application form is returned by the date and time stated at the beginning of this information pack. Do not attach any other documentation. Your completed equal opportunity form must be sent to the recruitment@inclusivesheffield.org.uk or address a separate envelope to Recruitment, Sheffield Centre for Independent Living, as stated on the equal opportunities form. Any attachments, such as CVs, references or photocopies of your qualifications will be disregarded and will not be seen by the selection panel.
8. In order to make good use of the organisation's money your application will not be acknowledged unless you are selected to attend an interview.

Information for Candidates

Terms and Conditions of Employment

Outlined below are some of the main terms and conditions of employment relevant to all employees of the organisation.

Probation

All posts are subject to a probationary period of three months unless otherwise stated on the letter of appointment, during which your performance will be reviewed from time to time. During this probationary period, either party may terminate the contract by giving the appropriate notice. After satisfactory completion of the probationary period, the notice stated on your contract of employment will apply.

Location

Your main place of work will be detailed in your contract of employment. You may be required to work in other locations from time to time. You will not be required to work outside the United Kingdom for a continuous period of more than one month.

Salary Payment

All new employees are placed on a set grade based on the organisation's salary scheme, and this is normally reviewed in April of each year.

The commencing salary will be as stated in the contract of appointment. Salaries are paid in arrears on or around the 20th of each calendar month, by direct credit transfer into a bank or building society account.

Annual Leave

The holiday year runs from 1 April to 31 March. In each holiday year, in addition to bank and statutory holidays, the holiday entitlement in the first full year will be 30 days, pro-rated according to hours of work and start date. Holiday will be calculated on a pro-rata basis for part-time workers.

Pension Scheme

After successfully passing your probation you may be eligible to join the organisation's nominated pension scheme subject to the rules of the scheme as amended from time to time.

The organisation currently operates a stakeholder pension scheme provided by Scottish Widows. Employees may contribute a percentage of their salary to the scheme and the organisation makes a contribution of 6% of the employees' gross salary. Sheffield Centre for Independent Living will not pay into a personal pension scheme.

Sick Leave

The organisation sick leave arrangements are; one month full pay and one month half pay for an extended period of sickness.

Benefits

The organisation offers access to an Employee Assistance Programme provided by Health Assured. A range of services can be accessed through the scheme, including health and wellbeing information and advice. The programme also provides counselling services and legal and financial advice.

No Smoking

The organisation operates a no smoking policy.

DBS (previously known as CRB)

This post is subject to a satisfactory disclosure from the Disclosure and Barring Service (DBS). For further information on the organisation's DBS policy, email recruitment@inclusivesheffield.org.uk.