



Deputy Head of Service Delivery

Job title	Deputy Head of Service Delivery
Reporting to	Head of Service Delivery
Contract	Permanent
Hours	37.5 hours per week
Salary	£30,000 – £36,000 pa
Location	Hackney based with frequent travel to sites including Kensington & Chelsea, Ealing, Hammersmith & Fulham & Broadmoor
Closing date	30 October, 12 noon
Interview date	10 November

About The Advocacy Project

We help marginalised and vulnerable people make effective choices about what happens in their lives. We also support them to speak up and help improve important services we all need. We want to make sure people across all age and care groups – including learning disability and mental health – can:

- › voice their concerns
- › understand their rights
- › make effective choices about what happens in their lives

We do this through advocacy services which support people individually, and user involvement projects that help organisations improve the services they offer.

Find out more about us at www.advocacyproject.org.uk

Our vision

A world in which every person has a voice

Our mission

To enable every person to have their voice heard, uphold their rights and make choices

About the role

This role is deputy to the Head of Service Delivery. The post-holder will be responsible for:

- › providing leadership to at least one of our large advocacy services
- › leading on quality assurance across the organisation
- › leading on implementing new services
- › managing the referral service
- › deputising for the Head of Service Delivery

Role & responsibilities	Knowledge, skills & experience
<p>Leadership</p> <ul style="list-style-type: none"> - Provide senior management support to at least one advocacy service, including line management support for identified staff. - Lead on contract monitoring meetings promptly identifying and managing follow-on work - Monitoring and delivery of projects and contracts to time, budget and quality - Act as the lead member of staff in Hackney and develop effective working relationships and partnerships with key staff within health and social care services and commissioning - Managing the referral pathway and associated team to ensure a smooth, supported and efficient service <p>Deputise for Head of Service</p> <ul style="list-style-type: none"> - Leading, managing and supervising service managers. - Presenting a visible and accessible leadership presence that supports staff based in central offices as well as those in remote locations. - Working with the Senior Leadership team to develop the organization and create and maintain a positive working environment and supportive culture. <p>Service development and implementation</p> <ul style="list-style-type: none"> - Mobilise a new service within agreed timescales and provide a seamless transition for the people we support and staff members. - Supporting the business development team to consider what people in our communities need and develop models that meet these needs. - Making sure service models and commitments we make in bids are 	<ul style="list-style-type: none"> - At least 4 years experience managing staff within advocacy services or services that support people with health and social care needs - Independent Advocacy Diploma preferably in IMCA and Care Act. Successfully completed the IAQ module on managing an advocacy service (or prepared to gain this within 6-12 months). - Extensive experience of non-instructed advocacy - Effective communication and coaching skills to help people reflect & develop. - Ability to motivate and develop a positive, honest and open team culture. - Experience in recruiting, TUPE, induction, appraisals and giving robust regular supervision and informal support including addressing performance issues. - Experience of analysing data and writing clear, concise reports. - Time management skills to make sure reporting and contract compliance is addressed within agreed timescales. - Problem-solving and decision-making skills. - Experience of building effective working relationships with a range of stakeholders, whilst not compromising on the independence of the service. - Experience of working with commissioners to agree contracts and making sure services comply with the contract within agreed timescales.

achievable and bringing them to life once we've secured the funding.

- Leading on setting up new services, making sure the impact on the people we support and staff is positive and does not compromise on quality.
- Giving an excellent handover to the service manager who will deliver the new service; working with stakeholders to evaluate the implementation.
- Making sure there's a robust plan in place after the initial implementation phase and providing light touch support to managers so all areas of the service comply with the contract.

Safeguarding practice

- Deliver training and coaching around safeguarding.
- Support managers to make sure safeguarding practice is person-centred, focusing on supporting the person to be safe in a way they want.
- Support managers when and how to escalate safeguarding concerns internally and within the local authority if concerns remain.

Quality Assurance

- Work with managers to gather and analyse information.
- Actively celebrate the impact of the work we do and identify areas to develop.
- Plan, implement and review actions to remedy areas of development.

- Experience of implementing services to minimise the negative impact on the people we support and our staff.
- Excellent project management skills and experience.
- Passionate about supporting people to have their voices heard, feel in control of decisions about their lives and have their rights upheld.
- IT skills including database experience
- A track record in supporting people to embed robust safeguarding policies that support a person in the most person-centred way possible.
- Experience of building excellent working relationships and open communication with local safeguarding professionals, focused on supporting the person to be safe in a way they want.
- An excellent understanding of national legislation and policy relating to adult safeguarding.
- Excellent presentation skills.
- Experience of planning, implementing and reviewing action to remedy areas of development.
- An excellent knowledge of advocacy standards.
- Extensive skills to manage change which inspires staff to work together to develop their practice.

Values and attributes: everyone at The Advocacy Project needs to show values and attributes which help us in our mission to give an outstanding service to the people we support and be an excellent place to work.

- Be part of a team to make the organisation a great place to work.
- Participate in personal & organisational development, including team meetings / training.
- Continually look for evidence of strengths and areas of development. Be open to requesting and taking feedback to support your development. Ask for support if you don't know the answer or need help in a particular area.
- Contribute to organisational reporting and communications.
- Keep to our policies, including health & safety, and risk regulations.
- Work to our mission, vision, and values.

- Carry out other projects and tasks as needed.

Benefits of working for us

We're committed to providing an empowering, flexible and supportive working environment for all our staff.

Our employee benefits include 30 days annual leave (including up to 3 days between Christmas and New Year), participation in a pension scheme with 6% employer contribution, access to a free confidential counselling service, and an interest-free travel/bike loan.

All our staff are supported to learn and develop in a variety of ways, including a monthly lecture series where we invite sector experts to talk to our staff on topical issues.

We are a Disability Confident and Mindful Employer.

How to apply

Send your CV and a supporting statement explaining why you think you're the person we're looking for and how you meet the knowledge, skills and experience required.

Upload your application on www.advocacyproject.org.uk/work-for-us

It's a legal requirement that you are eligible to work in the UK for all our posts.

Remember to apply before the deadline listed on page 1.

If you have any questions please get in touch on HR@advocacyproject.org.uk / 020 8969 3000.

An external review concluded that:

"...advocates have excellent support and training to undertake their roles" and advocates find the "lectures, internal training, team meetings and case review meetings extremely helpful"

The review also stated "managers are always accessible and there was a great deal of knowledge and experience across the teams".

**Winner of the
National Advocacy Award for Equality & Diversity (2019)**