



Bristol Mind - Job Description

Job Title: Advocacy Service Manager

Reports to:	Head of Services
Direct Reports:	IMCA, IMHA, and BME Advocates, and Outreach Advocacy Coordinator
Key Relationships:	Staff, Service Users, Key stakeholders, hospital staff, health and social care professionals and other partner agencies
Location:	Remote Working or 35 Old Market Street, Bristol, BS2 0EZ -negotiable
Hours:	Between 21-37 hours per week - negotiable. The post will include occasional evening and weekend work.
Salary:	£ 30,613 pro rata
Contract type:	Fixed term until 31st December 2021

Purpose:

Bristol Mind provides Bristol (and surrounding areas) with specialist Independent Mental Capacity Advocacy (IMCA) service as per the Mental Capacity Act 2005. This also includes Deprivation of Liberty Safeguarding (DoLS). This is a service for adults who are resident in Bristol. It also offers the Independent Mental Health Advocacy (IMHA) service to qualifying inpatients at locations in Bristol. It also offers an Outreach Advocacy Service to the community and a specialist BME Advocacy service.

The Advocacy Service Manager is responsible for the overall management and delivery of Bristol Mind's Advocacy Services, to ensure that all targets are met or exceeded through the effective line management of the team.

The Advocacy Service Manager works as a member of the Leadership Team to provide effective leadership and management of the organisation in line with our strategy and values.

Main Responsibilities:

- Manage the delivery and development of Bristol Mind's advocacy service, ensuring that it meets the needs of the people who use the service, empowering service users to have as much control as possible around their decisions.
- Provide effective line management, supervision, reflective practice, team meetings, training and performance management of IMCA, IMHA, BME and Outreach advocates to coach and develop them to improve performance, excel in their roles and achieve clearly defined objectives and Key Performance Indicators.
- Ensure all accidents, incidents and safeguarding concerns are documented accurately, thoroughly, and immediately.
- Instruct and advise the team on service delivery, especially when dealing with challenging and complex cases.
- Undertake case management and file reviews with advocates, ensuring key dates are managed as required.
- Work within the principles of the appropriate Acts at all times, helping safeguard the rights of service users, under Mental Capacity, Mental Health and Care Act law and as citizens
- Provide training, support and debriefs to the team around safeguarding concerns and alerts.
- Meet commissioning requirements and achieve Key Performance Indicators within your area of responsibility, with support from the Head of Services.
- Continuously review and improve the advocacy service, implementing quality audits and assurance systems, and ensuring that the service meets relevant quality standards.
- Regularly review and update service specific procedures relating to the advocacy service.
- To manage data collection and analysis, ensuring data on service delivery is captured in an accurate and timely way.
- Respond to requests for information, and provide in-depth reports and evaluations both externally and internally on a planned and ad hoc basis.
- Lead on recruitment of new staff to the advocacy service as required, and to manage the process for advocates to achieve the qualification(s) required for their role.
- To represent the advocacy service and Bristol Mind at relevant meetings and forums, including meetings with commissioners and other stakeholders as and when required.
- Ensure that the advocacy service is effectively publicised and promoted (where appropriate).

- Oversee the referral process, allocation and progression of cases, to ensure timely response to referrals as allocated and within the legislative timeframes.
- Explain the nature of the roles to prospective clients, to carers, and staff and managers in any relevant service.
- Liaise and collaborate with hospital/ward/care home/unit/venue staff to ensure external protocols are followed.
- Mobilise new projects in the advocacy services programme (where appropriate).
- Be an active member of the Leadership Team and to undertake such tasks as deemed necessary for the benefit of the organisation and support the strategic direction and objectives of Bristol Mind.
- Provide management cover for other Bristol Mind services, as and when required.

Personal Development

- Maintain an up to date knowledge and expertise in respect of key legislation and policy relevant to the specialist advocacy service and cascade to staff as appropriate.
- Actively participate in regular supervision sessions, team meetings, Individual Performance Reviews and Personal Development plans.
- Participate in advocacy and management training and development as directed by Head of Services and/or senior management and relevant legislation.

General

- To maintain a professional and confidential approach to work at all times.
- Work within Bristol Mind policies, procedures, codes and guidance, including in relation to health and safety, confidentiality, safeguarding, data protection and equal opportunities.
- To communicate effectively with team members, service leads and external professionals.
- To create and promote a positive and nurturing environment at all times when working on behalf of Bristol Mind.
- To monitor on-going health and safety issues, have a duty and responsibility for their own health and safety and that of colleagues, service users and general

public, reporting repairs and defects as appropriate and ensure fire precautions are understood by clients.

- To participate in training and meetings as agreed and directed, and to attend regular personal supervision sessions and annual appraisal.
- To have a responsibility to prevent abuse and neglect and report concerns.
- To undertake these duties in a framework that recognises the diversity of service users and encourages equality of opportunity for all, and work towards and promote equal opportunities in all areas of work.
- To promote and to ensure that the voices of people who have used mental health services are represented.
- To contribute fully to the corporate aims and objectives and work within Bristol Mind's values, policies and procedures.
- To undertake any other duties as delegated, which are deemed appropriate within the grade and responsibilities of the post and following consultation with the post holder
- To promote all of Bristol Mind's services in the wider community
- To promote public health campaigns, such as Making Every Contact Count and Five Ways to Wellbeing

This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Bristol Mind. This job description may be subject to joint review from time to time between the post holder and Bristol Mind.

Person Specification

Requirement	Essential or Desirable
Qualifications / Education / Training:	
Educated to Level 3 / 4 or equivalent; or equivalent relevant experience	Essential
Hold the National Advocacy Qualification and have completed the IMCA module training	Essential
Completed the IMHA module training	Desirable
Team leader qualification	Desirable
Evidence of continuing professional development	Essential
Experience	
Experience of dealing with people with diverse needs and complex issues	Essential
Experience of effective line management	Essential
Experience of working as IMCA	Essential
Working knowledge of IMHA	Desirable
Experience of improving processes, systems and procedures	Essential
Effective project management experience	Essential
Experience of working in a mental health setting	Essential
Experience of working within the charity sector	Essential
Experience of working in a Secondary Health Care setting	Desirable
Demonstrable experience of delivering against agreed targets	Essential
Experience of working with commissioners	Desirable

Requirement	Essential or Desirable
Experience of using CRM databases competently and confidently	Essential
Experience of building effective relationships with a variety of stakeholders	Essential
Personal experience of living with poor mental health	Desirable
Knowledge/Skills/Competencies	
Up to date knowledge and awareness of Mental Health and Wellbeing	Essential
Understanding the role of the Advocate	Essential
Working knowledge of roles of key agencies	Essential
Understanding of boundaries in social / health care	Essential
Understanding the differences of the work carried out as IMHA, IMCA and Community Advocate	Essential
Broad understanding of Human Rights, Disability Rights, Mental Health policy & law	Essential
Excellent written and verbal communication skills	Essential
Excellent interpersonal skills, the ability to work proactively with a diverse range of people and good negotiation skills and able to speak up with confidence	Essential
Conflict resolution & ability to mediate	Essential
High level of ICT skills including MS Office, Teams, SharePoint and Zoom	Essential
An ability to manage conflicting priorities and one's own time with a minimum of supervision	Essential
Report writing and evaluation skills	Essential
Strong data and record keeping skills	Essential

Requirement	Essential or Desirable
Other:	
Demonstrable self-awareness, an understanding of impact on others and maintain professional conduct in challenging situations.	Essential
A collaborative, flexible, non-defensive, positive approach	Essential
Self-motivated and resourceful	Essential
Resilient and copes well under pressure	Essential
Flexible approach in response to changing organisational requirements	Essential
Reliability, patience and ability to learn	Essential
Willingness to be 'hands on' and proactive	Essential
Access to own transport	Essential
Commitment to Bristol Mind's purpose, vision and values	Essential
Commitment to Bristol Mind's Equal Opportunities and Diversity policies	Essential
Ability to form good effective working relationships and work as part of a team	Essential
A commitment to ongoing personal development and training, to grow and develop own knowledge and experience	Essential
Willingness to undergo an enhanced DBS check	Essential