



Job Description

25 April 2024

Job Title: HEAD OF ADVOCACY AND SUPPORT
Reporting to: Chief Executive Officer
Location: Leicester, Leicestershire, and Rutland (Hybrid of home, office, and community based working)
Hours: Full time 37 hours/week (some evening and weekend work will be required) (0.8 FTE will be considered for the right candidate)

We value a healthy work-life balance, so both working hours and location are flexible.

Salary: £32k - £35k FTE depending on experience + 8% employer pension contribution
Annual leave: 25 days FTE + bank holidays + organisational Christmas close + annual leave buy/sell scheme

Job Purpose: To lead the delivery and development of the charity's front-line services to support people experiencing mental health issues and those at risk of experiencing mental health issues

To share in the leadership and management of the charity as a member of the leadership team

Key accountabilities:

In line with overall organisational strategy, develop and implement strategic and operational plans, policies, and processes to maximise effectiveness and efficiency in providing support to Lamp's clients.

Develop the service through evidence based internal and external research and evaluation.

Build, develop, manage, and support the service delivery team to be capable of sustaining and improving upon current service delivery success.

Achieve regional and national recognition for Lamp as a high-quality provider of mental health support, in particular maintaining Advocacy QPM accreditation.

Contribute to the development and implementation of overall organisational strategy and growth.

Demonstrate organisational leadership as part of the Leadership Team.

Specific objectives to deliver within these accountabilities will be agreed with the successful candidate.

Person specification:

Essential	Desirable
<p><u>Skills</u></p> <p>Highly empathetic for client circumstances</p> <p>Excellent team leadership and management skills</p> <p>Excellent partnership building skills</p> <p>Excellent written and verbal communication and presentation skills at all levels of an organisation</p> <p>Good literacy, numeracy skills and attention to detail</p> <p>Ability to manage several projects and tasks at the same time – skilled at identifying and prioritising important activity and leading others to the same approach</p> <p>Energetic self-starter with excellent interpersonal skills and the ability to relate to stakeholders at all levels</p>	<p>Good engagement and influencing skills</p> <p>Good research and analysis skills with the ability to create policies, plans, and processes independently and prioritise own and others’ time accordingly</p>
<p><u>Knowledge & experience</u></p> <p>Impressive knowledge of mental health legislation, advocacy and other mental health support services</p> <p>Holds appropriate Advocacy Qualification or is willing an able to complete this within 12 months of appointment</p> <p>Strong experience of leading people and teams within organisations</p> <p>Strong experience of developing new services to support people in the community</p> <p>Experience of delivering advocacy services</p> <p>Experience of working at any one time on multiple projects requiring determination and focus to complete to tight deadlines</p>	<p>Experience of delivering health support services</p> <p>Experience of working in partnership with others to deliver positive outcomes for individual clients and cohorts of clients</p> <p>Experience of working with statutory and voluntary service providers to support health and social outcomes</p>

<p>Behaviours</p> <p>Translates empathy into strategies to deliver appropriate responses and services for the whole community</p> <p>Develops the potential of individuals and teams</p> <p>Actively builds diverse networks to help address organisational challenges</p> <p>Adapts quickly and positively to change</p> <p>Demonstrates Lamp values throughout their work</p> <p>Approachable – is open minded and values diversity</p>	
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About Lamp

Founded in 1989, we are a Community Mental Health Advocacy charity serving the people of Leicester, Leicestershire, and Rutland. Through our small, highly skilled staff team – enabled by our close community of committed business supporters and volunteers – we support adults experiencing mental health issues and their carers.

As a society, we have made some progress addressing the inequalities and stigma faced by people experiencing mental ill-health. But inequality, stigma, and disempowerment remain. Our vision is that all people experiencing mental ill-health are empowered and enabled to live a full life.

Our mission is to navigate people through the complexities of mental health support and to empower them to rebuild their lives. We work with them to get the right help, to get the right treatment, to get the right support, and we empower them to gain control of their lives and futures.

Our values drive who we are and how we work. We are:

Person-centred: we empathise with, understand, and focus relentlessly on the needs of each person we support.

Authentic: we practise what we preach. We present ourselves in the same way to clients, staff, supporters, and the public.

Independent: we pursue the right course for our clients without fear or favour.

Nurturing: we build relationships with people and organisations to empower them to make a full contribution to their lives and to those with whom they share them.

Transparent: we are open and clear about what we can achieve and how we can achieve it. We are honest about our strengths and weaknesses, and we embrace these equally.

In each of the last three years, we have been recognised by the Leicestershire Community Champions Awards and the Niche Business Awards for our work.