

**GRANBY COMMUNITY MENTAL HEALTH GROUP**  
**Mary Seacole House**  
**Job Description**

**Job Title: Advocacy Manager**

**Location:**

**Office base: Mary Seacole House**  
**91 Upper Parliament Street**  
**Liverpool**

**Advocate Support: Various locations within Liverpool City Region**

**Reports to: CEO**

**Salary: £30,000 - £35,000 per annum (pro-rata 6 months)**

**Term: 6 month temporary appointment.**

**Hours of employment: Full-time 35 hours per week**

**Benefits:**

- 28 days annual leave (pro-rata 6 months)
- Employee Assistance Program
- Pension Scheme

Mary Seacole House is a Mental Health Charity & Resource Service that provides mental health, well-being support and advocacy to meet the diverse cultural needs of the primarily Black, Asian, Minority Ethnic communities of Liverpool.

An exciting opportunity has arisen at Mary Seacole House for a temporary appointment as Advocacy Manager to join our advocacy team.

The successful candidate will be expected to have a good understanding and reach within Black, Asian and Minority Ethnic cultures and have a passion for supporting people with minority ethnic backgrounds to:

- Manage the delivery of the current Advocacy contracts including meeting the requirements of the contract e.g., targets, data gathering and monitoring.
- Conduct Advocacy team meetings and management and supervision of all Advocacy staff.

You will have strong experience of delivering services to vulnerable adults who are affected by significant health and social care issues who find it difficult to speak up for themselves; and experience providing persuasive verbal and written representations.

You will be leading a team supporting beneficiaries with a range of different types of support including at care team meetings, discharge meetings, at drop-ins and with group meetings.

You will be a confident positive team leader and player, able to work in partnership with clients, partners and professionals, gaining an understanding of their issues by listening, exploring options and taking action as directed by them. Our ideal candidate will have worked in advocacy, information and advice or similar role before, ideally in a health, social care or voluntary setting and will have experience of working with vulnerable adults.

A full induction will be provided as well as ongoing peer mentoring and support.

Due to the nature and location of the role, applicants must live within the area.

We would like to encourage applicants who have an ethnic minority background to apply for this role.

## **Duties & Responsibilities**

### **Service Management**

- Lead and manage the team in the delivery of outcome focused, issue based, person directed advocacy, in line with the relevant legislation for the advocacy discipline, regulations, codes of practice and internal policy and procedures.
- Responsible for the effective triaging of referrals and allocations of casework to all advocates, trainee advocates, apprenticeships, and volunteers after considering prioritisation of cases, current caseloads and skill set.
- To ensure the timely completion of high-quality commissioning monitoring reports and case studies.
- Ensure accurate recording and reporting of all team data.
- To work proactively with the statutory services to promote the service, problem solve and uphold the agreed engagement protocols.
- To liaise, communicate and negotiate effectively with a wide range of people, which may include commissioners and includes social care managers who sit on commissioning boards and other multi agency staff.
- To identify risks in delivering the service and ensure compliance with risk management procedures.
- Ensure the effective management of de-escalating client issues and handling of complaints.
- To support and empower service users to make informed decisions about their care and treatment and to take greater control over their lives.
  
- To maintain and operate within professional advocacy standards in accordance with advocacy guidelines and to ensure that all individuals are supported to advocate, including the safeguarding of rights relating to those individuals defined as not having capacity/insight.
- To communicate appropriately with clients, relevant professionals, stakeholders, and other parties in accordance with statutory and non-statutory advocacy roles, commissioning requirements with all communications adhering to the Data Protection Act.
- To escalate concerns or complaints professionally to relevant public bodies as instructed by clients or otherwise where appropriate.
- To contribute to ensuring that the diverse needs and wishes of all clients and potential clients can be met, including all conditions, disabilities and impairments, people whose first language is not English and people who communicate non-verbally.
- To promote awareness of statutory rights and resources available to individuals.
- Liaise and develop collaboration with Mental Health professionals, providing them with information related to Mary Seacole House services.
- Work in partnership developing links with other Advocates and Solicitors in Mental Health.
- Maintain individual client records adhering to required standard for record keeping and Data Protection.
- To maintain accurate and up to date records in a clear and concise manner and to upload records onto our Customer Relations

Management systems (CRMs).

### **General Duties**

- Work collaboratively with other relevant staff. Assist, when necessary, with providing cover during period of absence, e.g., annual leave and sickness.
- To contribute to the communication and planning processes within Mary Seacole House through participation in staff meetings, AGMs, planning groups, etc.
- To ensure good time management.
- To always promote the work and image of the organisation, providing an efficient and courteous service to all service users, visitors, and callers.
- To attend relevant external meetings, seminars, conferences, forums as directed by the Operations Manager and to represent Mary Seacole House at such meetings.
- To attend Mary Seacole House Management Committee meetings when and if required, AGMs, staff meetings, Strategy Planning meetings and regular supervision sessions with your Line Manager.
- To undertake any other duties appropriate to the post as may from time to time be required by the organisation.

### **Staff Management**

- To support the Operations Manager in ensuring all advocates, trainee advocates, apprenticeships and volunteers training is up to date.
- To support the Operations Manager in inducting new staff and support throughout their induction period.
- Undertake all responsibilities for the team in relation to absence and performance management.

### **Safeguarding**

- To report any safeguarding issues to the Designated Safeguarding Lead.
- Adhere to all relevant legislation and organisational policies and procedures in relation to safeguarding.

- To be a deputy safeguarding officer, attend safeguarding meetings and contribute to the organisation's safeguarding policy and procedures, as well as undertaking any necessary and relevant training in relation to the role.

### **How to apply**

If you would like to apply for this post, please email a **covering letter** (demonstrating how you meet the JD and person spec) **and CV** to [dawn.tolcher@maryseacolehouse.com](mailto:dawn.tolcher@maryseacolehouse.com) by **9<sup>th</sup> February 2025**.

**Interviews: week commencing 17<sup>th</sup> February 2025**

**For an informal discussion please contact Dawn Morris on 0151 707 0319**

**A DBS check and National Offender Management Service vetting will be required for this post.**

**Granby Community Mental Health Group is an Equal Opportunities employer**

**GRANBY COMMUNITY MENTAL HEALTH GROUP  
MARY SEACOLE HOUSE**

**PERSON SPECIFICATION**

**ADVOCACY MANAGER**

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualification &amp; Training</b>	<p>Diploma in Independent Advocacy Qualification (City &amp; Guilds level 3 or 4) or willing to work towards</p> <p>To be educated to degree standard or equivalent and /or demonstrate considerable experience and ability in the skills listed above.</p>	
<b>Experience</b>	<p>At least one year's experience of working with individuals with mental health problems in a paid, voluntary, or personal capacity.</p> <p>At least 1 year's experience of liaising with statutory and voluntary agencies.</p>	<p>Experience of working within a team.</p>
<b>Skills &amp; Abilities</b>	<p>Good liaison and interviewing skills.</p> <p>Ability to listen to others in a non-judgmental way.</p> <p>Ability to communicate complex information clearly.</p> <p>Great communication skills.</p> <p>Ability to establish trust with vulnerable people.</p> <p>Demonstrate good written communication skills and ability to present information concisely.</p> <p>Computer literate.</p> <p>Ability to plan your own work and prioritise, as well as manage own workload within a pressurised environment.</p> <p>Ability to work on your own initiative as well as a member</p>	<p>Ability to communicate cross culturally and in a variety of settings.</p> <p>Understanding of community care.</p> <p>Clean Driving Licence.</p>

	<p>of a team.</p> <p>Ability to cope with and resolve stressful situations and deal with conflicting demands and priorities.</p> <p>Ability to follow procedures, and to keep clear and concise case records and to be administratively self-serving.</p> <p>Ability to deliver presentations.</p>	
<b>Knowledge</b>	<p>An understanding of relevant legislation, including the Mental Health Act.</p> <p>Understanding of mental health provision in the community.</p> <p>A record of delivering advocacy or health and social care services.</p> <p>Experience of supervising people and resources.</p> <p>Knowledge of contracted services in the third sector.</p> <p>Understanding of the principles and role of advocacy.</p>	<p>An understanding of any other legislation relevant to Advocacy.</p>
<b>Attitudes</b>	<p>Motivation, drive and imagination.</p> <p>Use tact and professionalism in dealing with people.</p> <p>A flexible approach and ability to work creatively in both structured situations.</p> <p>A good sense of humour.</p> <p>Promote user empowerment.</p>	