



Advocacy After Fatal Domestic Abuse

A CENTRE OF EXCELLENCE FOR REVIEWS INTO DOMESTIC HOMICIDES AND FOR SPECIALIST PEER SUPPORT

Advocate Manager

-  *Location:* Home Based with requirement to travel as requested
-  *Reports to:* Director of Services
-  *Contract:* 5 days a week,
-  *Salary:* £36,000.00

About AAFDA

Advocacy After Fatal Domestic Abuse (AAFDA) is a specialist national charity supporting families bereaved by domestic homicide and working to improve responses to domestic abuse, homicide and suicide prevention. We provide expert advocacy, training, and policy development to influence systemic change and ensure that lessons are learned after domestic abuse related deaths.

The Role

We are seeking a proactive Advocate Manager, Reporting to the Director of Services. The post holder will be responsible for managing a team of Specialist Advocates and Advocacy Support. The team provide advocacy and support for families after the homicide, suicide or unexplained death of their family member or friend, following domestic abuse. This position calls for a strong people manager with the ability to support and nurture caseworkers to carry out their work including the need for monitoring and evaluation requirements.

Key Responsibilities

- Manage advocates, support their professional development and monitor their performance.
- Manage Advocacy Support.
- Carry out 1:1 Supervision meetings with Advocates and Advocacy Support staff.
- Work closely with Advocacy and Advocacy Support to ensure all families are receiving a prompt and high-quality service.
- Manage the incoming referrals and waiting list.

- Ensure that all advocates maintain accurate, confidential service user records on the case management system.
- To support the Director of Services in regular reviews of the service, including regular reviewing of CRM and targets and outcomes.
- To assist the Director of Services and Fundraising Department in implementing and monitoring systems to ensure that the advocacy service is meeting the requirements of its funders including completion of monitoring requirements within given timescales.
- Ensure the effective implementation of AAFDA's complaints policy, ensuring service users are aware of complaints procedures and that all complaints are responded to in a timely manner.
- To take immediate safeguarding action where necessary and ensure AAFDA's safeguarding policy and procedure is adhered to.
- To assist in the recruitment and induction of team members.
- To ensure all staff have clear objectives and targets that are aligned with strategic objectives and that performance is regularly reviewed in line with AAFDA's policies and procedures.
- To ensure all staff receive regular support, supervision, training and development in line with AAFDA's policies and procedures.
- To hold regular case management meetings to communicate information regarding cases and ensure appropriate action is taken in a timely manner.
- Contribute to the creation of a positive working environment within which equality and diversity are promoted, inclusive services are provided, and staff are empowered to do their best.

About You

You'll bring energy, initiative, and strong communication skills to this important role. You'll be confident managing the team and you'll have excellent organisational and team building skills.

Essential Skills and Experience

- Strong understanding of domestic abuse dynamics.
- Knowledge of Domestic Homicide Reviews and other reviews e.g. Safeguarding Reviews.
- Knowledge of adult and child safeguarding practices and legislation.
- A good understanding of data protection and confidential working practices.

- Experience of supervising or managing staff, including carrying out case reviews.
- Excellent communication skills, verbal and written.
- Ability to prioritise, plan and manage workload.
- Good IT skills, including the ability to use Word, Excel, PowerPoint and databases.
- Willingness to travel within the UK and occasionally work evenings/weekends.

Desirable

- Experience working within a charity or non-profit setting.
- Experience of providing advocacy.
- Understanding of trauma-informed advocacy and support for bereaved families.
- Experience of Case Management Systems.

Why Join AAFDA?

You'll be joining a small, dedicated team making a real difference to families affected by domestic homicide. We offer a supportive, flexible working environment and opportunities for professional growth and development.